

# **Cefn Saeson Comprehensive School**

## **Ysgol Gyfun Cefn Saeson**

### **Medicine in Schools Policy**

**2025-26**



Headteacher	Miss C Jones
Chair of Governors	Mr S John
Date of Review	Autumn 2026

All staff, governors, parents/carers and members of Cefn Saeson will be made aware of and have access to this policy. Cefn Saeson staff do not have a statutory duty to give medicine or medical treatment. However, medicine will be administered to enable the inclusion of pupils with medical needs to enable regular attendance of all pupils. Furthermore, in an emergency all teachers and other staff in charge of children have a common law duty of care to act for the health and safety of a child in their care- this might mean giving medicines or medical care.

### **Medical needs (pupils with long-term or complex medical needs)**

Parents or carers should provide the headteacher with sufficient information about their child's medical condition and treatment or special care needed at school. Arrangements can then be made, between the parents, headteacher, first aider and other relevant health professionals to ensure that the pupil's medical needs are managed well during their time in school. For pupils with significant needs, arrangements will be documented in a Health Care Plan. A Health Care plan will be provided for pupils with medical needs like Asthma, Epilepsy, Anaphylaxis etc. Guidance on significant conditions is provided in *Managing Medicines in Schools and Early Years Settings* and arrangements will be agreed in accordance with this guidance.

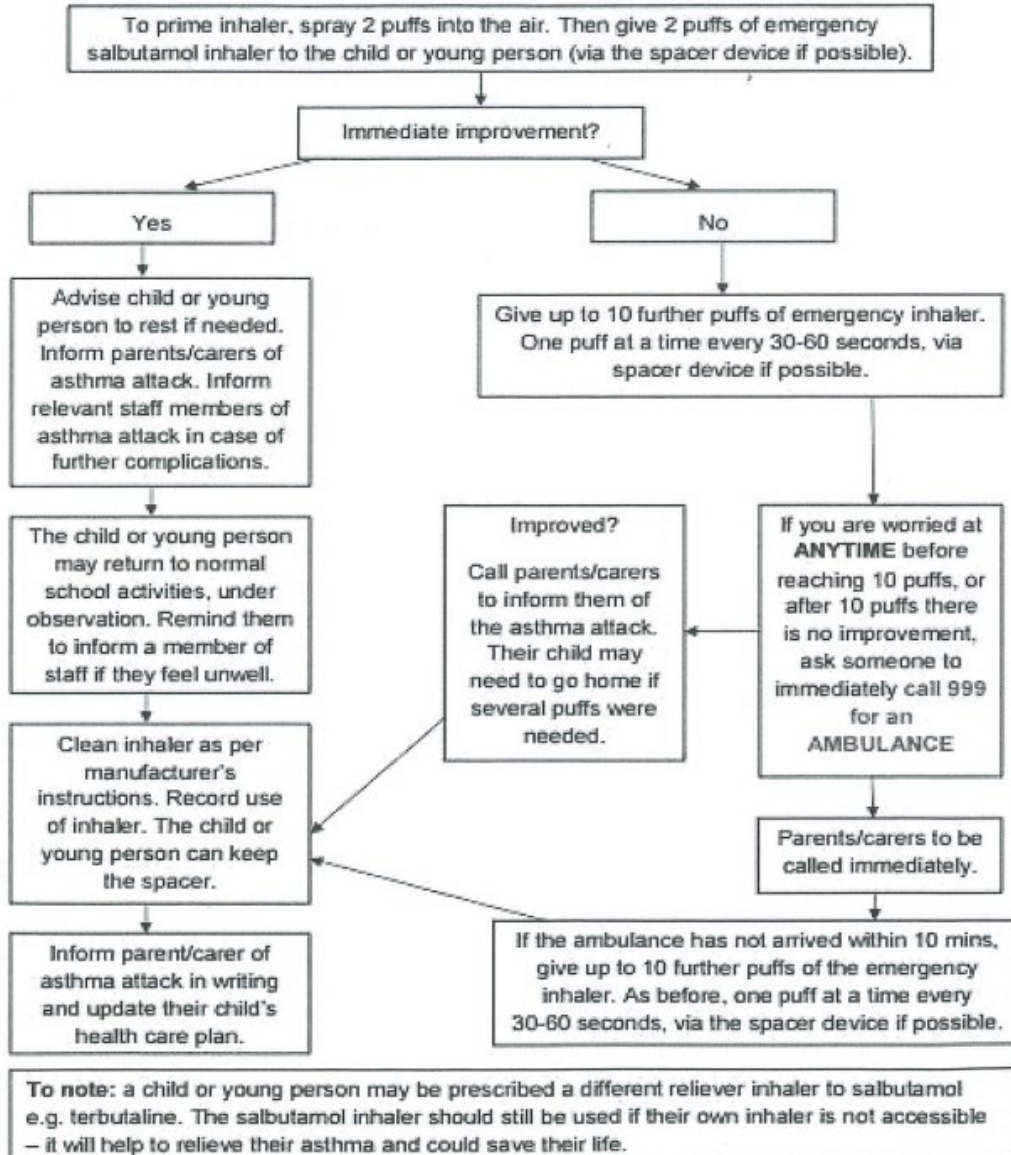
### **Asthma**

The school has an asthma attack procedure in place with guidance in *Managing Medicines in Schools and Early Years Settings*.

*See below for Asthma attack procedure*

## Asthma attack procedure

- Keep calm and reassure the child or young person, and do not leave them alone.
- Encourage them to sit up and slightly forward, and to take slow steady breaths.
- Use their inhaler, or if unavailable, stay with them whilst the emergency inhaler kit is brought to you. Check consent in the asthma register. Use the inhaler, as below:



## Epilepsy

This Policy is intended to ensure that Cefn Saeson fully meets the needs of pupils who have epilepsy. And that all pupils who have epilepsy achieve to their full potential. It has been prepared with reference to information available from the *National Centre for Young People with Epilepsy*. Cefn Saeson will maintain the informal post of Alys Gibbins the school First Aider who has received training in epilepsy and supporting children who have epilepsy in school. Miss Alys Gibbins will take a leading role ensuring that the following epilepsy policy is adhered to.

Cefn Saeson will ensure that all pupils who have epilepsy achieve to their full potential by:

- Keeping careful and appropriate records of students who have epilepsy.
- Recording any changes in behaviour or levels/rates of achievement, as these could be due to the pupil's epilepsy or medication.
- Closely monitoring whether the pupil is achieving to their full potential.
- Tackling any problems early.

Cefn Saeson will ensure that all pupils with epilepsy are fully included in school life, and are not isolated or stigmatised. We will do this by:

- Offering support in school with a mentoring or 'buddying system to help broaden understanding of epilepsy.
- Supporting pupils to take a full part in all activities and outings (day and residential).
- Making necessary adjustments e.g. exam timings, coursework deadlines, timetables.

Cefn Saeson will liaise with parents and health professionals by:

- Letting parents know what is going on in school
- Asking for information about a pupil's healthcare, so that we can fully meet their medical needs.
- Asking for information about if or how the pupil's epilepsy and medication affect their concentration and ability to learn.
- Informing parents and health professionals (with the parent's permission) of changes to the pupil's achievement, concentration, behaviour and seizure patterns.

We will ensure that staff are epilepsy aware and know what to do if a pupil has a seizure. If needed, there will always be a trained member of staff available to deliver emergency medication. Awareness of epilepsy will be raised across the whole school community, including pupils, staff and parents.

## **Communication with parents**

When a pupil who has epilepsy joins Cefn Saeson or an existing pupil is diagnosed with epilepsy the First Aider will meet with the parents and pupil to:

- Discuss the pupil's medical needs, including the type of epilepsy he or she has.
- Discuss if and how the pupil's epilepsy and medication affect his or her ability to concentrate and learn, and how the pupil can be supported with this.
- Discuss potential barriers to the pupil taking part in all activities and school life, including day and residential trips, and how these barriers can be overcome.
- Advise parents and the pupil of the school's policy and the presence of the school's First Aider.
- Discuss with parents and the pupil, the arrangements for ensuring that all relevant staff are trained, and other pupils are epilepsy aware.
- Ensure that both medical prescription and parental consent are in place for staff to administer any necessary medication.
- Initiate the completion of a Health Care Plan, including types of seizures, symptoms, possible triggers, procedures before and after a seizure and medicines to be administered.
- Discuss how the school, parents and pupil can best share information about the pupil's progress in school and any changes to his or her epilepsy and medication.

A record of what was discussed and agreed at this meeting will be kept by the school. After the initial meeting, the school will continue to share information with the parents in any decision-making process. Where appropriate the pupil will also be involved.

### **With Health professionals**

Cefn Saeson recognises that information held by the school, such as changes to the pupil's seizure patterns and changes to the pupil's behaviour, may be extremely useful to the pupil's health care team. Where appropriate and with the parent's permission Cefn Saeson will share this information to the parents. Cefn Saeson will also encourage information sharing between health and education, for example changes in medication or seizure patterns.

### **With School staff**

All staff, including teachers and office staff will be told which children in the school have epilepsy, and what type of epilepsy they have. All staff (teaching and support) who are responsible for a child with epilepsy, will receive basic epilepsy awareness training, including what to do if a child has a seizure. New staff will be given this information as part of their induction. Supply staff, who will be responsible for a child with epilepsy, will be given information about epilepsy, including what to do if a child has a seizure, before they begin working in the school.

At the beginning of the academic year or immediately following the pupil's diagnosis, the relevant staff will meet to discuss the pupils support needs. At this meeting all attendees will be given a copy of the pupil's Health Care Plan (this will also be sent out to all staff members).

The First Aider will be responsible for sharing any changes to the pupil's Health Care Plan with all members of staff. If his or her plan does change an email will be sent out to staff and updates will be given during meetings/ emails.

### **School life – An inclusive environment**

Pupils with epilepsy will not be isolated or stigmatised and will be allowed to take full part in the school curriculum and school life, including activities and school trips (day and residential). Parents and staff will discuss any special requirements prior to school events.

Staff will consider the adjustments necessary to enable the pupil to participate fully in school life and to reach their full potential. This might include changes to timetables, exam timings and coursework deadline. These adjustments will be recorded and shared with other appropriate members of staff.

## **Raised Awareness**

The First Aider will ensure that awareness of epilepsy of epilepsy is raised across the whole school community. Particular attention will be given to the pupil's peer group so that they know what to expect, are not scared by a seizure and know what to do if a pupil has a seizure.

## **Mentor/Buddy**

The school will offer support by providing a buddy for the pupil, this will normally be someone they are comfortable with like a friend or classmate.

## **Education**

All pupils who have epilepsy will have a Health Care Plan. The pupil's teachers will keep records detailing the pupil's achievement, behaviour, memory, concentration and energy levels. The pupil's Head of Year will review the pupil's progress in their subject and inform the pupil's parents if the child is not achieving to their full potential or is experiencing problems with concentration etc. if any problems are identified the Head of Year will meet with the pupil's teachers, First Aider, parents and the appropriate people.

The pupil will also be encouraged to reflect upon his or her achievements and whether he or she feels that his or her education is being affected by his or her epilepsy.

Any changes or problems identified, as well as strategies for supporting the pupil, will be discussed with the pupil's parents and, when appropriate, with the pupil. It may be appropriate to share information about these changes with the pupil's Healthcare providers. If appropriate the pupil may undergo an assessment by an educational or neuropsychologist.

Any changes to the pupil's Health Care Plan will be shared with the appropriate members of staff.

## **Medical Needs**

The pupil's Health Care Plan will be kept in the first aid room. The first aider will be responsible for reviewing the Health Care plan yearly and is to advise other appropriate staff of any changes to the Health Care Plan.

All staff (including support staff) will be trained in first aid appropriate for the pupil's seizure type. The first aid procedure will be emailed to all staff.

If appropriate, a record will be kept of the pupil's seizures, so that any changes to seizure patterns can be identified and so that this information can be shared with the pupil's parents and the healthcare team.

The pupil's Health Care Plan will include the names and contact details of the staff trained to administer medication. There will always be a trained member of staff available to deliver emergency medication. Details of who that member of staff is and how to contact them will be kept with the pupil's Health Care Plan. We will ensure that enough staff are trained and available, so that even if the main First Aider is absent, there will still be a trained member of staff available to administer the emergency medication.

A record of staff trained in administering emergency medication will be kept with the Health Care Plan.



## **Anaphylaxis**

Anaphylaxis is a serious, life-threatening allergic reaction. It is at the extreme end of the allergic spectrum. The whole body is affected often within minutes of exposure to the allergen, but sometimes it can be hours later. Causes can include foods, insect stings, and drugs.

This policy sets out how Cefn Saeson School will support pupils with allergies, to ensure they are safe and are not disadvantaged in any way whilst taking part in school life.

## **Role and responsibilities**

### **Parents Responsibilities**

- On entry to the school, it is the parent's responsibility to inform Alys Gibbins (First Aider) of any allergies. This information should include all previous serious allergic reactions, history of anaphylaxis and details of all prescribed medication.
- Parents are to supply a copy of their child's Allergy Action Plan to school. If they do not currently have an Allergy Action Plan this should be developed as soon as possible in collaboration with their GP.
- Parents are responsible for ensuring any required medication is supplied, in date and replaced as necessary.
- Parents are requested to keep the school up to date with any changes in allergy management. The Allergy Action Plan will be kept updated accordingly.

### **Staff Responsibilities**

- All staff will complete anaphylaxis training. Training is provided for all staff on a yearly basis.
- Staff must be aware of the pupils in their care (regular or cover classes) who have known allergies as an allergic reaction could occur at any time and not just at break/dinner time. Any food related activities must be supervised with caution.
- Staff leading school trips will ensure they carry all relevant emergency supplies. Trip leaders will check that all pupils with medical conditions, including allergies, carry their medication. Pupils unable to produce their required medication will not be able to attend the trip.
- The school First Aider will ensure that the up-to-date Allergy Action Plan is kept with the pupil's medication.
- It is the parent's responsibility to ensure all medication is in date however the school First Aider will check medication kept at school on a termly basis and send a reminder to parents if medication is approaching expiry.

- The school First Aider keeps a register of pupils who have been prescribed an adrenaline auto-injector and a record of use of any AAls and emergency treatments given

### **Pupil Responsibilities**

- Pupils are encouraged to have a good awareness of their symptoms and to let an adult know as soon as they suspect they are having an allergic reaction.
- Pupils who are trained and confident to administer their own adrenaline auto-injector will be encouraged to take responsibility for always carrying them on their person.

### **Allergy Action Plans**

Allergy Action Plans are designed to function as Health Care Plans for children with food allergies, providing medical and parental consent for schools to administer medicines in the event of an allergic reaction, including consent to administer a spare adrenaline auto-injector.

It is the parents/carer's responsibility to complete the Allergy Action Plan with help from a GP and provide this to the school.

### **Emergency Treatment and Management of Anaphylaxis**

#### **What to look for**

Symptoms usually come on quickly, within minutes of exposure to the allergen. Mild to moderate allergic reaction symptoms may include:

- A raised rash
- A tingling or itchy feeling in the mouth
- Swelling of lips, face or eyes
- Stomach pain or vomiting

More serious symptoms are often referred to as the ABC symptoms and can include:

- AIRWAY- Swelling in the throat, tongue or upper airways (tightening of the throat, hoarse voice, difficulty swallowing)
- BREATHING- Sudden onset wheezing, breathing difficulty, noisy breathing.
- CIRCULATION- Dizziness, feeling faint, sudden sleepiness, tiredness, confusion, pale clammy skin, loss of consciousness.

The term for this more serious reaction is anaphylaxis. In extreme cases there could be a dramatic fall in blood pressure. The person may become weak and floppy and may have a sense of something terrible happening. This may lead to collapse and unconsciousness and, on rare occasions, can be fatal.

If the pupil has been exposed to something they are known to be allergic to, then it is more likely to be an anaphylactic reaction.

Anaphylaxis can develop very rapidly, so a treatment is needed that works rapidly. Adrenaline is the mainstay of treatment, and it starts to work within seconds.

What does adrenaline do?

- It opens the airways
- It stops swelling
- It raises blood pressure

**As soon as anaphylaxis is suspected, adrenaline must be administered without delay. Action:**

- Keep the child where they are, call for help and do not leave them unattended.
- **LIE THE CHILD FLAT WITH RAISED LEGS-** they can be propped up if struggling to breathe but this should be for as short a time as possible.
- **USE ADRENALINE AUTO-INJECTOR WITHOUT DELAY-** note the time given. AAls should be given into the muscle in the outer thigh. Specific instructions vary by brand- always follow the instructions on the device.
- **Call 999 and state ANAPHYLAXIS (ANA-FIL-AXIS)**
- If no improvement after 5 minutes, administer second AAI
- If no signs of life commence CPR
- Call parent/Carer as soon as possible.

All pupils must go to the hospital for observation after anaphylaxis even if they appear to have recovered as a reaction can reoccur after treatment.

### **Supply, storage and care of medication**

Depending on their level of understanding and competence, pupils will be encouraged to take responsibility for and to carry their own AAls on them at all times (in a suitable bag/container).

For children or those not ready to take responsibility for their own medication, medication will be kept in the first aid room. Medication will be accessible throughout the day when needed and will be locked after school hours. The first aid room is accessible to all staff.

Medication will be stored in a suitable container and clearly labelled with the pupil's name. The pupil's medication storage container should contain:

- An AAI i.e. EpiPen
- An up-to-date Allergy Action Plan
- Antihistamines as tablets or syrup (if included on the allergy action plan)

- Asthma inhaler (if included on allergy action plan).

It is the responsibility of the child's parents to ensure that the EpiPen is up to date and clearly labelled, however the school first aider will check medication kept at school on a termly basis and send a reminder to parents if medication is approaching expiry.

Parents can subscribe to expiry alerts for the relevant AAls their child is prescribed, to make sure they can get replacement devices in time.

### **Disposal**

AAls are single use only and must be disposed of as sharps. Used AAls can be given to ambulance paramedics on arrival or can be disposed of in a pre-ordered sharps bin. Sharp bins to be obtained from and disposed of by a clinical waste contactor/ specialist collection service. The sharps bin is kept in the first aid room.

### **Staff Training**

The named staff members responsible for co-ordinating staff anaphylaxis training and the upkeep of the school's anaphylaxis policy are:

Miss Alys Gibbins (School First Aider)

Miss Anthea Powis (Business Manager)

All staff will complete Anaphylaxis training at the start of every new academic year. Training will also be available for any new members of staff.

Training includes:

- Knowing common allergens and triggers of allergy
- Spotting the signs and symptoms of an allergic reaction and anaphylaxis. Early recognition of symptoms, including knowing when to call for emergency services.
- Administering emergency treatment (including AAls) in the event of anaphylaxis- knowing how and when to administer the medication/device.
- Measures to reduce the risk of a child having an allergic reaction e.g. allergen avoidance, knowing who is responsible for what.
- Managing allergy action plans and ensuring these are up to date.
- A practical session using trainer devices.

### **Inclusion and safeguarding**

Cefn Saeson is committed to ensuring that all children with medical conditions, including allergies, in terms of both physical and mental health, are properly supported in school so that they can play a full and active role in school life, remain healthy and achieve their full potential.

## **Catering**

All food businesses (including school caterers) must follow the food information regulations 2014 which states that allergen information relating to the 'top 14' allergens must be available for all food products.

The school menu is available for parents to view on the school website with all ingredients listed and allergens highlighted on the school website.

The school First Aider will inform the Catering Manager of pupils with food allergies.

The school adheres to the following Department of Health guidance recommendations:

- Bottles, other drinks and lunch boxes provided by parents for pupils with food allergies should be clearly labelled with the name of the child for who they are intended.
- If food is purchased from the school canteen, parents should check if the food is appropriate for the pupil.
- The pupil should be taught to also check with catering staff, before purchasing food or selecting their lunch choice.
- Use of food in crafts, cooking classes, science experiments and special events need to be considered and may need to be restricted/risk assessed depending on the allergies of children and their age.

## **School Trips**

Staff leading trips will ensure they carry all relevant emergency supplies. Trip leaders will check that all pupils with medical conditions, including allergies, carry their medication. Pupils unable to produce their required medication will not be able to go on the trip.

All the activities on the school trip will be risk assessed to see if they pose a threat to allergic pupils and alternative activities planned to ensure inclusion.

Overnight school trips should be possible with careful planning and a meeting for parents with the lead member of staff planning the trip should be arranged. Staff at the venue for an overnight school trip should be briefed early on that an allergic child is attending and will need appropriate food (if provided by the venue).

## **Sporting Trips**

Allergic children should have every opportunity to attend sports trips to other schools. The school will ensure that the PE teacher/s are fully aware of the situation. The school being visited will be notified that a member of the team has an allergy when arranging the fixture. A member of staff trained in administering adrenaline will accompany the team. If another school feels that they are not equipped to cater for any food-allergic child, the school will arrange for the child to take alternative/their own food.

Most parents are keen that their children should be included in the full life of the school where possible, and the school will need their co-operation with any special arrangements required.

## **Allergy awareness and nut bans**

Cefn Saeson school supports the approach advocated Anaphylaxis UK towards nut bans/nut free schools. They would not necessarily support a ban on any allergen in any establishment, including schools. This is because nuts are only one of many allergens that could affect pupils, and no school could guarantee an allergen free environment for a child living with a food allergy. Instead, schools should adopt a culture of allergy awareness and education.

A 'whole school awareness of allergies' is a much better approach, as it ensures teachers, pupils and all other staff are aware of what allergies are, the importance of avoiding the pupil's allergens, the signs and symptoms, how to deal with allergic reactions and to ensure policies and procedures are in place to minimise risk.

## Medicine in schools

### Prescription medicines

Medicine should only be brought to school when it is essential to administer it during the school day. In the vast majority of cases, doses of medicine can be arranged around the school day, avoiding the need to take medicine in school. Antibiotics for example are usually taken three times a day, so can be given with breakfast, on getting home from school and then at bedtime.

Occasionally a GP may prescribe that a medicine has to be taken during the school day. Parents may either call into school and administer the medicine to their child or they may request that a member of staff administer medicines, the parent must supply the medicine in the original pharmacist's container to Miss Alys Gibbins (First aider) and must complete a 'Parental agreement for Cefn Saeson to administer medication' On no account should a child come to school with medicine if he/she is unwell.

### Non-prescription Medicines

Occasionally paracetamol is administered to pupils 10 and over suffering acute pain from things like migraine, period pain and toothache.

- Parents must give written consent for the school staff to administer medication at the start of the school year or when their child joins the school.
- Staff will check that the medicine has been administered without adverse effect to the child in the past and parents must certify this is the case- a note to this effect should be recorded on the consent form.
- Verbal parental consent must be gained during the day to administer paracetamol between the start of the school day until the end of the school day.
- The school cannot administer paracetamol without parental consent on the day
- If paracetamol is administered at anytime during the school day parents will be informed of the time of administration and dosage.
- The school will keep records of the administration of medication. The school **does not** keep its own supply of standard paracetamol tablets for administration to pupils.
- Pupils must not bring paracetamol (or other types of painkillers) to school for self-administration.

Non-prescription travel sickness medication will be administered by staff providing they are supplied in the original packaging and accompanied by a 'Parental Agreement for Cefn Saeson to administer medication'. It must be suitable for the pupil's age. It must be supplied by the parent/carer and must be in the original packaging, with manufacturer's instructions included. Staff will check that the medication has been administered without adverse effect to the child in the past and parents must certify this is the case- a note to this effect should be recorded on the consent form.

The medication will be stored and not administered at school and pupils should not bring them to school for self-administration.

Other non-prescription medicines are not administered at school and pupils should not bring them to school for self-administration.

### **Pupils taking their own medication**

For certain long-term medical conditions, it is important for children to learn how to self-administer their medication. The most common condition where this applies is asthma and reference should be made to the school's Asthma Policy. For other conditions, appropriate arrangements for medication should be agreed and documented in the pupil's Health Care Plan and parents should complete a 'Request for learner to carry or administer their own medication' see appendix 3.

### **Staff training**

The school ensures that staff who administer medicine are fully briefed in general procedures for medicines and that they receive appropriate training to administer specific medicines, for example, EpiPens. Training in the administration of specific medicines is arranged via the **School Nurse Service**. Records are maintained of all training completed by staff. These records can be viewed by enquiring with the Business Manager.

### **Storage and Access to Medicines**

All medicines apart from emergency medicines are kept in a store cupboard in the First Aid room, which is locked at the end of every day. Medicines are always stored in the original pharmacist's container. Pupils are told where their medication is stored. If a pupil requires an emergency medication, staff are fully briefed on the procedures and where the medication is stored. Emergency medicines such as inhalers and EpiPens by the pupil who must take responsibility to always have it to hand. Spare inhalers and EpiPens can be kept in the first aid room. Pupils need to take responsibility for their medication during outside PE lessons and on educational trips. Medicines that require refrigeration are kept in the fridge in the first aid room, clearly labelled in an airtight container.



## **Record Keeping**

For legal reasons records of all medicines administered are kept at the school until the pupil leaves the school. This includes medicines administered by staff during all educational visits. For record sheet see Appendix 4

## **Emergency Procedures**

In a medical emergency, first aid is given, an ambulance is called, and parents/carers are notified. Should an emergency occur to a pupil who has a Health Care Plan, the emergency procedures detailed in the plan are followed, and a copy of the Health Care Plan is given to the ambulance crew. Instructions for calling an ambulance are displayed prominently by the telephone in the school office. See Appendix 5.

## **Educational Visits**

Staff will Administer prescription medicines to pupils when required during educational visits. Parents should ensure to complete a consent form and supply a sufficient supply of medication in its pharmacist's container. Non-prescription medicines (apart from travel sickness medication and paracetamol) cannot be administered by staff and pupils must not carry them for self-administration. Hay fever remedies etc should therefore be provided, if necessary, on prescription.

Pupils with medical needs shall be included in educational visits as far as this is reasonably practical. School staff will discuss any issues with parents and/or health professionals in suitable time so that extra measures (if appropriate) can be put in place for the visit. All staff will be briefed about any emergency procedures needed with reference to pupils where needs are known and copies of care plans will be taken by the responsible person.

## **Non-Prescription Medicines on Residential Visits**

The school acknowledges the common law 'duty of care' to act like any prudent parent. This extends to the administration of medicines and acting in an emergency, according to the care plan. Occasionally it may be necessary to administer paracetamol to pupils suffering acute pain from things like a migraine etc. Parents must give written consent prior to the residential visit using a 'Parental Agreement for Cefn Saeson to administer medication' form (Appendix 1) before paracetamol can be given. The school will keep its own supply of standard paracetamol tablets for administration to pupils during a residential trip. The medication will be stored and administration recorded as for prescription medicines. Pupils should not bring paracetamol (or other types of pain killers) on the residential visit for self-administration.

## **Travelling Abroad**

Children with medical needs will be encouraged to take part in visits. The responsible member of staff will carry out a specific additional risk assessment and a care plan will be drawn up considering parental and medical advice. Best practice would be to translate these documents to the language of the country being visited. The international emergency number should be on the care plan (112 is the EU number).

Adopted by Chair of Governors on 11th November 2025

Chair of Governors Mr S. John

A handwritten signature in black ink, appearing to read 'Stephen John', with a stylized flourish at the end.

## Appendix 1

### Parental Agreement for Cefn Saeson to administer medication

Cefn Saeson needs your permission to give your child medicine. Please complete and sign this form to allow this.

**Name of education setting**

**Name of child**

**Date of birth**

**Group/class/form**

**Medicine/Type of medicine  
(as described on container)**

**Dosage**

**Time to take medication**

**Procedures to take in an  
Emergency**

I understand that I must deliver the medicine to Alys Gibbins

☐

I understand that I must notify Cefn Saeson of any changes in writing

☐

Signed\_\_\_\_\_

Dated\_\_\_\_\_

## Appendix 2

### Request for learner to carry/administer their own medication

This form must be completed by Parent/Carer

**Name of education setting**

**Name of child**

**Date of birth**

**Group/class/form**

**Medicine/Type of medicine**  
**(as described on container)**

**Procedures to be taken**  
**In an emergency**

#### Contact Information

**Name**

**Phone number**

**Relationship to learner**

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

## **Appendix 3**

### **Contacting Emergency Services**

#### **Request for an Ambulance**

Dial 999, ask for an ambulance, and be ready with the following information where possible.

1. State your telephone number
  - i. 01639 791300
2. Give your location as follows
  - i. Cefn Saeson Comprehensive School
  - ii. Afan Valley Road
  - iii. Neath
3. State the postcode
  - i. SA11 3TA
4. Give the exact location in the education setting
5. Give your name
6. Give the name of the learner and a brief description of symptoms
7. Inform the ambulance of the best entrance and state that the crew will be met and taken to the location.
8. Don't hang up until the information has been repeated back
9. Speak clearly and slowly and be ready to repeat information if asked to.

[illegible]