



# Important Course Information

January 2012



## Refund Policy

A full refund will be given if:

- We cancel your course
- You give at least 5 working days notice

***No refund will be given if notice is given less than 5 days before the course commences.***

## Transfer Policy

ONE transfer of your booking at no cost is available (providing you advise us at least 24 hours **before course commencement**) all subsequent transfers will incur a \$15 administration charge.

**No refund will be given AFTER you have transferred**

In some circumstances, a substitute participant may be made at no extra cost. Please contact your local office before the start of the course for details.

***\*\*In all circumstances, a full refund may be given or fee waived at the discretion of St John management who may request that you provide proof to support this request.***

## Complaints, Grievances and Appeals

If, for any reason, you are unhappy with any training service from St John SA, you should follow the following steps:

***(At each step, every effort will be made to resolve the issue to your satisfaction)***

1. Speak with your trainer about the issue.
2. If no agreement is made, the issue can be raised with the **State Education Manager**. (Assessment appeals must be in writing and lodged within 5 days of the assessment).
3. If still unresolved, the grievance should be put in writing to:  
**General Manager  
Commercial Education and Products  
85 Edmund Ave, UNLEY SA 5061.**  
The appeal outcomes will be recorded and a written copy sent to you.
4. If you are still unsatisfied, you can contact the **Training Advocate**, an independent arbitrator of training issues for the State Government, on **1800 006 488**.

## Privacy

Your privacy is respected by St John Ambulance Australia SA Inc. Personal information that you have provided us is used to process your first aid training requirements. We will normally remind you when your current certificate expires and, with your consent, use your personal details to provide you with information about other St John products and services.

Your consent to the above will be implied unless you notify us otherwise. You can elect to alter your consent at anytime. If you have a privacy concern or you would like to verify information held about you please contact the Privacy Officer on (08) 8306 6999.

## General Course Information

- **Meals are not included in the course fee.**
- Please bring a note pad and pen.
- Comfortable, casual clothing is recommended as you will need to undertake activities such as bending, kneeling and lying on the floor.
- You must be 14 years old or over to learn CPR, or have your parent/guardian's written permission
- CPR assessments will be conducted on a manikin on the ground unless options for reasonable adjustment are arranged prior to course commencing.

## Course Conditions

Access to all courses is subject to:

- course fees being paid before start of course
  - availability of courses
  - sufficient enrolments in courses
  - course entry requirements being met
- Issuance of your certificate may be subject to completion of mandatory feedback questions

## Code Of Conduct

St John Ambulance Aust SA Inc has policies and management practices which maintain high professional standards in the delivery of education, training and assessment services and which safeguard the interests and welfare of participants.

St John SA trainers are responsible for presenting material that meet the appropriate standard for the training course being undertaken and will provide encouragement and support to participants. We ensure that our trainers are qualified, experienced and sensitive to your cultural and learning needs.

You also have a responsibility to make every effort to maintain satisfactory progress in your training.

If you exhibit behaviour which is disruptive, inappropriate or disturbing to other course participants and/or the trainer, the following action may be taken, either individually or in conjunction with each other.

You may be:

- Asked to leave the course.
- Counselling by Training staff to seek a solution.
- Offered another course which is being conducted by a different trainer.

***If you experience difficulty associated with the learning procedures, you should raise your concerns with your trainer so that alternative arrangements can be made***

## Flexible Learning And Assessment

St John SA has the capacity to use learning and assessment methods and materials appropriate to your learning and assessment needs. Assessment is the process of collecting evidence and making judgements on the extent and nature of progress towards the performance requirements set out in a competency standard or learning outcome.

St John SA supports competency based learning and assessment and you will be assessed fairly, objectively and consistently to determine your competency and understanding of the material presented. Statements of competency will be issued within two weeks of course completion.

***If you arrive at a course more than 30 minutes after it starts, you will need to transfer to another course at a later date.***

## Access And Equity

St John SA actively encourages an environment free of discrimination for access to, and the delivery of, education, training and assessment services. This is achieved through the establishment of non-discriminatory participant selection procedures, encouraging access for all members of the community.

Support services may be utilised if you and/or a support person believe you will require outside assistance such as trauma or disability support to complete a course. Your requirements will be determined on an individual, case-by-case basis. All arrangements entered into constitute an agreement between you and the support service provider. Any and all associated costs are your responsibility.

If you have a language or literacy difficulty, you should inform St John staff when you book so that appropriate assistance can be provided. All participants will be treated with respect and consideration, and confidentiality will be respected at all times however trainers cannot be held responsible for not making or giving special allowances if you elect not to disclose a disability or difficulty.

## Recognition Of Skills And Knowledge

St John SA recognises that people acquire valuable skills and knowledge from a variety of experiences. In some cases the skills and knowledge you have may meet some or all of the outcomes of a course. It also means that St John will recognise equivalent certificates/statements from other RTOs as course prerequisites (where applicable).

St John SA is able to recognise this prior learning by reducing contact hours required in a course, or through an assessment only option. Both options will still involve assessments of current competency.

If you feel you may be eligible for Recognition, please speak to our customer service staff for further details. If you have already booked into a course and believe you are eligible for Recognition, you must contact St John at least 24 hours prior to the course starting.

Assessments of current competency are conducted separately from courses except in special circumstances, so Trainers are not able to organise these assessments for participants on the day of a course.

The Recognition application and assessment process may reduce course fees by up to 25%.