

Course Terms and Conditions



General Course Information

Practical components of this course require movement such as bending, kneeling and lying on the floor. Please wear appropriate clothing for those activities. Our standard lunch break is 30 minutes. Tea and coffee facilities are provided, but not lunch. Please bring your own notepad and pen.

Proof of Identity In accordance with Standards for RTO (2015), the trainer must confirm your identity at the commencement of the course. Photo ID will be requested.

Cancellation, Refund and Transfer Policy

Cancellation of Provide First Aid Virtual Express (PFAVx) after 24 hours from your booking will incur a cancellation fee to cover the cost of the contents and freight of "student training material" sent to each participant. Cancellation less than 5 working days prior to the course commencement will not be entitled to a refund and will forfeit the full price of their training course. St John SA reserves the right to cancel a course at any time. If this occurs, you will be notified prior to the commencement of the course and be given the opportunity to reschedule or obtain a refund.

One transfer of your booking is available at no charge, providing 48 hours' notice is given. Any subsequent transfers will incur a \$50 administration fee. Transfers are only available for the 6-month period immediately following the original booking date. No refund will be available after a transfer has been given; and refunds will not be provided on courses where you do not attend.

Absenteeism

If you are unable to attend the course for any reason and cannot provide 48 hours' notice, a medical certificate will be required for a course transfer, to avoid your course fee being forfeited.

Pre-learning

St John offers flexible delivery for a number of courses to meet the needs of our participants. Pre-learning is available to support learners in these courses, and we recommended that you complete this for the best learning experience prior to attending your class. Ask a Customer Service Consultant about the pre-learning materials that may be available for your course.

Online Learning

Online learning is a pre-requisite of Assessment Only courses. Evidence of completion must be provided before attending assessment. Online learning can be accessed via 'PREREQ' in your Customer Login dashboard.

Issue of Certificates

Online certificates are available for electronic download within 30 days of course completion. Australian RTO Standards require certificates must be issued to the individual learner, regardless of who pays for course attendance. You can provide permission for a third party (e.g. employer) to have access to your course results. If you request a hard-copy certificate, a \$30 fee may apply.

Privacy Policy

St John Ambulance SA Inc. complies with the Privacy Act, 1988 (Cth), which protects the privacy of individuals by regulating the collection, use and disclosure of personal information. You can view our privacy policy on our website: www.stjohnsa.com.au

Assessment

To achieve competency in your selected course, you must attend all sessions, participate as required by your trainer and complete all assessments to the level required to achieve competency.

Re-assessment opportunities are available to any participant deemed Not Yet Competent (NYC). This will be arranged between training management and the participant and may require attendance at a re-assessment session or additional training.

If you have any special needs (including those related to language, literacy or numeracy), a relevant disability or other concern, you should inform St John SA staff when you make your booking so assistance can be negotiated. 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. Any and all associated costs are your responsibility.

All participants will be treated with respect and consideration, and confidentiality will be maintained at all times.

Trainers cannot be held responsible for not making or giving special allowances if you elect not to disclose a disability or special need.

It is an assessment requirement of adult CPR that you be able to competently perform 2 minutes of continuous CPR on the floor. If physical limitations prevent you from working on the floor, please advise us immediately.

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

St John Ambulance Australia SA Inc. provides participants the opportunity to have prior experience, skills and knowledge recognised through RPL and RCC. Enquiry for suitability should be made during the booking process and applicants will be required to provide sufficient and valid evidence for assessment of the application to proceed. Assessment of RPL and RCC applications will incur a charge. Overall outcome of RPL and RCC is at the discretion of the Manager, Education and Training Quality.

Student Rights & Responsibilities

Full details and information regarding your rights and responsibilities as a student are outlined in the Participant Handbook. Click here to download the Handbook.



St John SA delivers nationally recognised training in partnership with St John Ambulance Australia Limited (RTO 88041).

St John Ambulance Australia SA Inc.

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