

Course Terms and Conditions



Proof of Identity

In accordance with Standards for Registered Training Organisations (RTOs) 2015, the trainer must confirm your identity at the commencement of the course. Photo ID will be required on the day.

Cancellation, Refund and Transfer Policy

Public Bookings

• Course Date Transfers:

- 5 days' notice or more: Free transfer
- Less than 5 days' notice: A \$25 transfer fee will apply
- Subsequent transfers (after the first transfer): A \$25 fee will apply, regardless of notice period.

• Cancellations:

- 5 days' notice or more: A \$25 cancellation fee will apply
- Less than 5 days' notice: The fee is non-refundable (transfer suggested)
- No refund will be available after a transfer has been given

Corporate Bookings

• Cancellations:

- 3-5 Business days' notice prior: A 50% cancellation fee will apply, plus any non-recoverable costs (e.g. trainer expenses)
- 2 days or less (Including Day of Training): A 100% cancellation fee will apply, plus any non-recoverable costs

St John 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.

Sickness

If you are unable to attend the course due to sickness, a medical certificate will be required for a course transfer. In the absence of a medical certificate, your course fee will be forfeited.

Pre-learning

Pre-learning is a pre-requisite of some courses, including but not limited to Assessment Only courses. Evidence of completion must be provided before attending. 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 successful 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.

Privacy Policy

St John Ambulance SA Ltd. 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](#).

Complaints and Appeals

St John SA is committed to ensuring a fair and equitable service is delivered to all our clients and members participating in training. Any student that has concerns about the training, assessment and/or service being provided, or disagrees with an assessment outcome is encouraged to submit a complaint or lodge an appeal.

To submit a complaint call 1300 78 5646 or email courses@stjohnsa.com.au

Complaints and Appeals continued

Appeals regarding an assessment outcome must be lodged in writing (email: courses@stjohnsa.com.au) within 7 days of undertaking the assessment.

If you are dissatisfied with the outcome of an appeal or complaint you may:

- Request the matter be reviewed by the St John Ambulance Australia National Training Manager by emailing enquiries@stjohn.org.au; or
- Contact the National Training Complaints Hotline for advice by calling 13 38 73 or visiting their website: <https://www.dese.gov.au/national-training-complaints-hotline>

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 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.

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)

St John Ambulance Australia SA Ltd. provides participants the opportunity to have prior experience, skills and knowledge recognised through RPL. 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 applications will incur a charge. Overall outcome of RPL is at the discretion of the Director of Training and Education.

Student Rights & Responsibilities

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

Full details and information regarding your rights and responsibilities as a student are outlined in the Participant Handbook. [Click here to view the Participant Handbook](#).

St John Ambulance South Australia acts as an agent for the delivery of nationally recognised training on behalf of St John Ambulance Australia (RTO 88041) who is offering this training.