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# **St John WA**

## **RTO Participant Handbook**

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St John WA operates as a Registered Training Organisation  
 National RTO no. 0392  
 Web: <http://training.gov.au>

## Modification History

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| Version 10        | March 2022 | Late arrivals added to course attendance  |
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| Version 6         | June 2018  | Privacy Notice included   |
| Version 5         | Jan 2018   | Insertion of ASQA information.  |
| Version 4         | July 2017  | Hyperlinks and legislation update   |
| Version 3         | June 2016  | To reflect the change to the National Training Complaints Hotline email address                               |
| Version 2         | May 2016   | Document updated to reflect new RTO processes   |
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# Introduction

St John Ambulance (Western Australia) Ltd is a Registered Training Organisation (RTO) no. 0392.

We provide high-quality, world-recognised first aid training and lead the way in first aid training solutions, techniques, materials and equipment and our focus on 'hands on' scenario-based learning produces more confident and skilled first aiders.

As a nationally accredited training organisation registered with Australian Skills Quality Authority (ASQA), the content of our courses has been authorised by national medical and technical advisory committees. This ensures that we teach the latest techniques, and our course content is regularly revised to meet both international and Australian standards.

St John WA is committed to providing quality training and assessment in accordance with:

- ▶ National Vocational Education and Training Regulator Act 2011;
- ▶ Standards for Registered Training Organisations (RTO) 2015;
- ▶ The requirements of the training packages; and
- ▶ Australian Qualifications Framework (AQF).

This St John WA RTO Participant Handbook is designed to provide the necessary information to assist prospective participants to make informed decisions about which course or qualification best suit their requirements, and to ensure currently enrolled participants have access to all the information they require to support them throughout the duration of their course.

**We strongly recommend that the content is read and understood before course commencement.**

**If you have any queries please contact the Customer Service Call Centre on (08) 9334 1233 or [firstaid@stjohnambulance.com.au](mailto:firstaid@stjohnambulance.com.au)**

# About St John WA

St John WA has been servicing and operating as an integral part of the Western Australian community for more than 125 years. Our purpose is to serve humanity and build resilient communities through relief of sickness, distress, suffering and danger. We do this by:

- ▶ Making first aid a part of everyone's life
- ▶ Delivering high quality cost-effective ambulance services to West Australians, and
- ▶ Providing appropriate, timely and equitable access into the health system for unscheduled care.

From humble beginnings teaching first aid in England through to taking on the responsibility of WA's ambulance service – we have grown to become a sophisticated and complex organisation.

St John WA is a charitable, not-for-profit organisation that exists for the service of humanity. We pride ourselves on our humanitarian work, which we can only do with the support of the WA public and businesses.

Choose St John WA and make a difference in the community.

Every time that you purchase a product or service from St John WA, you are not only receiving the best quality available, you are also helping to give vital lifesaving services to the Western Australian community.

By choosing St John WA:

- ▶ You are supporting our Community First Responder program which maintains the locations of defibrillators across WA, free of charge. This means we can direct bystanders to the nearest defibrillator to assist victims of sudden cardiac arrest in the vital minutes before paramedics arrive
- ▶ You are helping our Patient Transport service which made 130,000 critical trips throughout the financial year, including 26,000 for our most vulnerable and isolated community members
- ▶ You are helping to provide free first aid training sessions for community groups throughout the state. This helps to make first aid training accessible to more people which is particularly valuable in regional areas
- ▶ You help to provide free ambulance visits to school kids which helps children feel safe and secure if they ever need to travel in an ambulance, and
- ▶ You are supporting a service saves more than 3,500 lives in a year and has supported access to care for countless others, as revealed by the ACIL Allen Value for Money audit commissioned by St John WA. This was estimated as preserving a combined 128,594 years of life, contributing \$13.3billion to the Western Australian economy.

# Pre-enrolment Information

St John WA is committed to providing current and relevant course information and support services to prospective participants to enable them to make informed decisions about which course is appropriate, taking into account the individual's existing skills and competencies.

Detailed course information including content, assessment requirements and timeframes for completion of pre learning and face-to-face sessions are available via the St John WA website and the Customer Service Call Centre.

## Enrolment Process

All prospective participants are required to complete an enrolment form either online via the St John WA website or a paper-based version in some regional areas. St John WA assists participants in the enrolment process by providing all relevant information about our courses and services on our website. The Customer Service Call Centre is also available to answer any queries.

## Overseas Students

St John WA is not registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), however, the Education Services for Overseas Students (Exempt Courses) Instrument 2021 allows education providers to deliver certain courses to overseas students without a CRICOS registration.

The courses St John WA can deliver to overseas students are:

| <b>Code</b>  | <b>Course</b>  |
|--------------|--|
| HLTAID009    | Provide cardiopulmonary resuscitation                                |
| HLTAID010    | Provide basic emergency life support                                 |
| HLTAID011    | Provide First Aid  |
| HLTAID012    | Provide First Aid in an education and care setting                   |
| HLTAID013    | Provide First Aid in remote or isolated site                         |
| HLTAID014    | Provide Advanced First Aid   |
| HLTAID015    | Provide advanced resuscitation and oxygen therapy                    |
| HLTAID016    | Manage first aid services and resources                              |
| HLTINFCOV001 | Comply with infection prevention and control policies and procedures |

Please see the ESOS Supplementary Courses Fact Sheet for more information:

<https://www.dese.gov.au/international-education/resources/supplementary-courses-instrument>

## Participant Information

At enrolment, the following information is required from each participant:

- ▶ Full name (this will appear on your certificate)
- ▶ Postal address
- ▶ Email address
- ▶ Contact phone number
- ▶ Any concession card, and
- ▶ Unique Student Identifier (USI).

## Course Fees, Cancellations, Refunds and Transfers

### Course Fees

Information on course fees is available on St John WA website and at regional sub-centres. All fees are payable at enrolment via the St John WA website, Customer Service Call Centre or a regional sub-centre. Course fees can be paid by:

- ▶ Cash
- ▶ Credit card
- ▶ EFT or PayPass
- ▶ Cheque or money order, and
- ▶ Purchase order.

All cheques or money orders should be made payable to “St John Ambulance Western Australia Ltd”. Payments via invoice or purchase orders are available only by prior arrangement - please contact the Customer Service Call Centre to discuss.

To enquire about course fees in regional areas, please contact the relevant sub centre directly:

[St John regional WA contact details](#)

### Cancellation Policy

- ▶ A full refund will be given where a minimum of 10 business days’ notice of cancellation is given prior to the course date
- ▶ A 50% refund will apply where between 5 and 9 business days’ notice of cancellation is given prior to the course date, and
- ▶ No refund will be given where less than 5 business days’ notice of cancellation is given prior to the course date.

### Transfer Policy

- ▶ Class transfers may only be requested by the participant enrolled in the course and not by a third party

- ▶ One free transfer will be allowed provided a minimum of 10 business days' notice is given prior to the class date
- ▶ A transfer fee of \$25.00 will be charged for any transfers where between 5 to 9 days' notice is given prior to the course date. This fee is payable at the time of transfer.
- ▶ A fee equal to 50% of the course price will be charged where less than 5 business days' notice is given. This fee is payable at the time of transfer.
- ▶ Transfer requests for non-attendance or late arrival at a class will not be accepted. A new booking and payment of full course fee will be required.

St John WA reserves the right to determine the course fees, and these are subject to change with St John WA advising the participant as soon as practicable.

For more information read the St John RTO Policy No. 16 Course Fees available on St John WA website: [St John RTO Policy No. 16 Course Fees](#)

### **St John WA Guarantee**

Participants have a right to obtain a refund if St John WA terminates the arrangement early or fails to provide the agreed services. St John WA will notify participants in the event of this occurring.

If a course is cancelled, rescheduled or relocated by St John WA, all liability is limited to the amount for which the course was purchased (including any fees or charges). Unless required by law (including Australian Consumer Law), St John WA will not be liable for any other losses incurred by students as a result of the cancellation, rescheduling or relocation of any event, including any travel and accommodation expenses, loss of income from work etc.

Students should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at a course. Students may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation, rescheduling or relocation.

### **First Aid Course Bookings Terms and Conditions**

You can access the St John WA terms and conditions via the [St John WA website](#).

In agreeing to the terms and conditions, participants acknowledge that they have also read and fully understand the information provided on:

- ▶ Full course code and titles
- ▶ Modes of training and assessment
- ▶ Course venues
- ▶ Pre-enrolment and enrolment requirements
- ▶ Education and support services

- ▶ Course fees and cancellations
- ▶ Complaints and appeals
- ▶ Participant rights and obligations.

## **Privacy and Access to Records**

### **Access to Records**

St John WA acknowledges that participants may require access to their records. Records that may be accessed include:

- ▶ Enrolment administrative records
- ▶ Assessment evidence
- ▶ AQF certification issued by (legal name) St John Ambulance (Western Australia) Ltd - RTO ID 0392.

Participants may access a copy of their records by contacting the Customer Service Call Centre. Participant records will not be provided until confirmation of identity.

### **Privacy**

St John WA fully complies with the Australian Privacy Principles.

### **Privacy Notice**

Under the Data Provision Requirements 2012, St John WA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by St John WA for statistical, administrative, regulatory and research purposes. St John WA may disclose your personal information for these purposes to:

- ▶ Commonwealth and State or Territory government departments and authorised agencies
- ▶ NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- ▶ Populating authenticated VET transcripts
- ▶ Facilitating statistics and research relating to education, including surveys and data linkage
- ▶ Pre-populating RTO student enrolment forms
- ▶ Understanding how the VET market operates, for policy, workforce planning and consumer information
- ▶ Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## **Unique Student Identifier (USI)**

From 1 January 2015, participants undertaking nationally recognised training delivered by an RTO in Australia is required to have a Unique Student Identifier (USI). It is highly recommended that you obtain a USI prior to enrolling into a St John WA RTO accredited unit of competency or qualification.

The USI is a reference number made up of ten numbers and letters that:

- ▶ Creates a secure online record of all recognised training and qualifications gained in Australia, from all training providers delivering nationally recognised training
- ▶ Allow access to personal training records and transcripts
- ▶ Can be accessed online, anytime and anywhere
- ▶ Is free and easy to create, and
- ▶ Stays with the participant for life.

St John WA cannot under law issue a statement of attainment or qualification testamur without a verified USI.

You can obtain a USI at <https://www.usi.gov.au/students/get-a-usi>

## **Change of Details**

It is important to provide up-to-date contact details to ensure course related notifications are delivered promptly. When moving address or changing name, notify St John WA of the changes by contacting the Customer Service Call Centre.

Any changes to name must be verified by providing a certified copy, for example of a marriage certificate issued by the Registry of Births, Deaths and Marriages. This must be submitted to St John WA prior to any changes being made.

# Credit and Recognition of Prior Learning

## Credit Transfer

If a participant provides suitable evidence they have successfully completed a VET accredited unit of competency at another RTO, St John WA may provide credit for that unit of competency provided it is on our scope of registration.

Before providing credit on the basis of a qualification, statement of attainment or record of results, St John WA will obtain your permission prior to authenticating the document to confirm the content is valid. In the case of any non-equivalent units of competency contact the Customer Service Call Centre to discuss if a credit is possible.

## Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment process aimed at determining credit and recognising the competencies participants have obtained in formal and informal education and the work environment.

RPL assessment enables individuals to forego training and move directly to having their competencies assessed, thus avoiding the need for unnecessary training that brings with it additional cost, time and effort.

**Formal learning** - learning that takes place through a structured program of instruction and is linked to the attainment of a formal qualification or award (for example, a certificate, diploma or university degree).

**Non-formal learning** - learning that takes place through a structured program of instructions, but does not lead to the attainment of a formal qualification or award (for example, in-house professional development programs conducted by a business).

**Informal learning** - learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

RPL aims to provide participants who have already completed learning, either formally, non-formally or informally, with a flexible and faster way of having their skills and knowledge assessed against the competencies stipulated in training packages and vocationally accredited courses.

To apply for credit or RPL read the St John RTO Policy No. 8 National Recognition and RPL located on the St John WA website [Policies and Standards for RTOs](#).

To discuss these options further with our qualified staff, please contact the Customer Service Call Centre.

# Access and Equity

St John WA is committed to creating an inclusive training and education environment free from all forms of discrimination and harassment which enables participants to reach their full potential. St John WA adheres to all anti-discrimination laws and our [St John RTO Policy No. 28 Access and Equity](#) sets out how we are responsive to individual participant needs and compliant to the *Standards for RTOs 2015*.

St John WA provides a non-discriminatory participant application and selection process. We provide a variety of nationally accredited and St John (not nationally accredited) first aid courses, as well as accessible training locations and delivery options so all members of the community have access to quality first aid training.

St John WA provides internal and external support services to participants to successfully complete their training.

## Learner Support Services

St John WA acknowledges some participants may require additional support to complete our courses. We offer a range of different education and support services to provide each participant the adequate support they need to successfully complete a St John WA course.

The [St John RTO education and support services list](#) is located on the St John WA website and in each regional sub-centre. It provides a comprehensive list of internal and external services participants can access within their area of WA.

Internal services available to participants on request include:

- ▶ Mentoring sessions for participants undertaking full qualifications
- ▶ IT support to navigate the Learning Management System
- ▶ Learning materials in large print
- ▶ Consultation with St John WA trainers and assessors
- ▶ Reasonable adjustment during assessment, and
- ▶ Language, literacy and numeracy support.

St John WA provides participants with a list of local external support services that may assist in a variety of ways. These services may incur a cost to the participant which varies between services providers. St John WA recommends participants contact the appropriate external service prior to booking their course so that St John WA can cater for any additional requirements participants may need.

To book a course that requires additional support services please contact the Customer Service Call Centre.

# Training Safety

St John WA is committed to responsible safety management practices and principles to minimise any health and safety impacts. This applies to all employees, volunteers and participants whilst on St John WA premises.

We acknowledge and demonstrate this as an integral part of all associated activities within the scope of our organisation. St John WA adheres to Commonwealth and State occupational health and safety legislation and has an internal occupational safety and health policy. It outlines the primary responsibility of workers and visitors to ensure that they work safely, without risk of injury to themselves, fellow workers/participants and others in the workplace or public.

St John WA training venues are smoke free, although there are designated smoking areas at some locations. The trainer and assessor will advise of those areas at course commencement.

## Ergonomics

St John WA offers online learning for accredited courses and thus recognises the importance of ergonomics and computer safety. St John WA is aware of the risks associated with the interaction and utilisation of workspaces and associated equipment. Before beginning any computer use ensure the following:

Chair:

- ▶ Position the height so the user's feet are flat on the ground and thighs are parallel with the floor
- ▶ Lumbar support should be positioned in the curve of the lower back so that the upper back is supported
- ▶ Seat pan depth should be large enough to support the user's thigh length. The distance between the knee crease and front seat pan edge should be 3-4 fingers.

Desk:

- ▶ Forearms are positioned so they are parallel to the desk (and floor) and elbows are at the same height as the forearm and hand.

Screen:

- ▶ Sit tall and look straight ahead with eyes in line with the top third of the screen
- ▶ Position at a comfortable reading distance with a clean screen
- ▶ Arrange the screen in a position to minimise glare and harsh reflections.

Keyboard:

- ▶ Ensure nose and toes point in the same direction
- ▶ Position keyboard approximately 10cm from the desk edge or a position so the forearms are partially supported by the desk

- ▶ Letters G and H on the keyboard line up with the centre of the body
- ▶ Wrists are not bent sideways or downwards.

Mouse:

- ▶ Keep the elbow comfortable by the side of the body.

## **Emergency Procedures**

Each St John WA training venue has different emergency procedures and muster points. At the commencement of each course the trainer and assessor will discuss emergency evacuation procedures specific to that location.

In the event of an emergency, follow the instructions of the trainer and assessor and/or emergency response wardens.

## **St John WA Responsibilities**

St John WA is committed to ensuring that the training and assessment environment for our participants is fair, free from harm and discrimination. We believe everyone has a right to learn in a safe environment to reach their maximum potential.

St John WA adheres to Commonwealth and state legislation that governs our operations and provision of quality services to the community. We have developed policies and procedures that align to our responsibilities that are located on the St John WA website [Policies and Standards for RTOs](#)

If any participant experiences any issues, personal or training related, that could prevent them from successfully completing their enrolled course, they are encouraged to speak directly to a St John WA staff member.

## **Participant Responsibilities**

Participants attending St John WA courses are responsible for:

- ▶ Complying with relevant St John WA policies and applicable state and federal legislation
- ▶ Obeying any reasonable instructions aimed at protecting their health and safety and that of others
- ▶ Personal conduct and behaving respectfully and appropriately at all times
- ▶ Refraining from harassment, offensive language and disruptive behaviour
- ▶ Participation and attention whilst the trainer and assessor is delivering the course.

Any person who displays dysfunctional or disruptive behaviour which places anyone in danger or prevents them from learning, may be asked to leave the training venue. If this occurs, the participant in question has the right of appeal through our complaints process. Complaints can be lodged via the St John WA website at <https://stjohnwa.com.au/about-us/contact-us/feedback-complaints>

# Training and Assessment

St John WA offers flexible delivery options to enhance each participant's learning needs:

- ▶ Blended delivery includes online pre-learning and knowledge quiz and face-to-face demonstration, practice and realistic practical assessments
- ▶ Face-to-face courses include knowledge delivery and quiz, focussing on practical skills demonstration, practice and realistic practical assessments.

## Blended Delivery

A blended delivery option includes both online pre-learning and quiz followed by a face-to-face practical session. After course fees are paid, participants will receive a link to the online participant guide and knowledge quiz. Participants are required to read the participant guide and answer the quiz questions to ensure they understand the course content prior to the practical application.

Participants will then attend the face-to-face session where the trainer and assessor clarifies knowledge content, demonstrates correct techniques and assesses participants in realistic skill scenarios.

## Face-to-Face Delivery

The face-to-face option provides participants with a more hands on approach to the delivery of knowledge content and demonstration of practical skills within an interactive environment. The trainer and assessor delivers the knowledge content combined with the demonstration of correct skill techniques. Participants complete a paper-based knowledge quiz and are assessed in realistic practical skill scenarios. This option may be more suitable for new learners with limited or no existing skills and competencies.

## Entry Requirements

### Physical Requirements

It is important to note that all St John WA courses include hands on practical components and the HLTAID competency standards require a level of physical ability to meet the evidence requirements for assessment. These standards relate to the level of performance required to provide resuscitation and respond to an emergency situation where there may be risk to life.

Due to the potential risk to health and safety where a nominated first aider, or worker with duty of care, does not have the ability to perform resuscitation and/or first aid to the performance standard required, it is not appropriate to issue a statement of attainment to students who are physically unable to meet the assessment requirements. (Reference: ASQA, 18 April 2019.)

Participants who are unable to meet these requirements are encouraged to complete a St John first aid course (not nationally accredited).

## **Age Limit for students**

For any classes provided within the school or community group environment, where there is a teacher or supervisor present there would be no age restriction as this satisfies the supervision requirement. All trainers will hold a current Working with Children's Check card.

For Public and Onsite classes, based on the recommendations from the Australian Resuscitation Council (ARC) regarding the potential stress on young students understanding the consequences of performing CPR the following age limits have been set for first aid training:

- ▶ Ages 14 -15 years can enrol as a student into a course and attend with either parental or appropriate adult supervision. If appropriate supervision is not provided the student will be denied entry to the class and advised to return home.
- ▶ Students who are 16 -17 years can attend a course with written parental consent; If written consent is not provided to the trainer on the day the student will be denied entry to the class and advised to return home.
- ▶ 18 years and above are considered as an adult;

## **Minors**

We are unable to accept young children in a classroom situation. It is the parent's responsibility to find appropriate care for their children for the following reasons:

- ▶ We do not provide crèche facilities in our training centres
- ▶ It is an OSH issue
- ▶ Risk of infection to young children
- ▶ Disruption to other students

For breastfeeding mothers, the baby may be brought to the training centre during tea and/or lunch breaks.

## **Course Attendance**

St John WA courses are detailed and comprehensive and require punctuality and full attendance to maximise opportunities for success.

Participants are encouraged to be attentive and respectful to other learners whilst attending a St John WA course, so we request all electronic devices be switched off or put on silent whilst in the learning environment. We understand emergency situations occur and ask that the trainer and assessor be advised immediately so as to not disrupt other participants.

If participants are unable to attend all or part of their scheduled course due to extenuating circumstances, they should immediately call the Customer Service Call Centre on 9334 1233 or the regional sub-centre where the course was booked.

## **Registration**

Registration is 15 minutes prior to course commencement. Please bring your confirmation letter. All participants must provide Photo ID to the Trainer and Assessor at the commencement of the class in order to participate in the assessments and receive a Statement of Attainment upon successful completion of the course.

## **Dress**

Casual clothing is recommended for comfort during our courses. We suggest pants, jeans or shorts. Please be aware that closed in shoes are required for safety reasons.

## **Lunches**

A 30 minute lunch break is provided. Training centres have kitchen facilities, including fridges and microwaves for your convenience. Tea and coffee is also provided.

## **Messages**

Please call 9334 1233 (for metro) or your local sub centre during office hours for relay of urgent messages to course participants.

## **Late Attendance**

We recommend participants arrive 15 minutes before the class starts to register and prepare for their first aid training. Once the class has started, participants who arrive late may not be able to attend and if so, they will need to rebook their course.

If you need to rebook, please call 9334 1233, and our first aid booking team will assist you with rescheduling your course. Alternatively, please email [firstaid@stjohnwa.com.au](mailto:firstaid@stjohnwa.com.au).

## **Participant Identification**

All participants are required to provide their full name, postal and email addresses when booking onto all St John WA courses.

Participants undertaking the online pre-learning and quiz will receive an email with a link to their St John WA user profile and an allocated logon and personal password. This will give direct access to the St John WA Learning Management System to complete the pre-course requirements.

All participants enrolled in accredited courses are required to provide photo ID when attending the face-to-face session. If photographic identification cannot be provided, the participant will not be permitted to complete the course.

## **Participant Guides and Course Equipment**

Participants will be issued with course materials and notified of pre-course work where applicable. Please bring a notepad and pen.

All course materials and equipment required to complete our courses are supplied by St John WA. Training and assessment resources are developed with subject matter experts and verified by paramedics and the St John WA Medical Director.

Please be aware that all St John WA training and assessment materials, documents, equipment, information and resources are fully protected by copyright and relevant registrations.

## **Trainers and Assessors**

At St John WA our trainers and assessors are subject matter experts and hold the necessary qualifications to deliver nationally accredited training. Our trainers and assessors keep their skills and knowledge current with regular exposure to the health industry and attend yearly professional development activities.

## **Third Party Providers**

St John WA also provides first aid training and assessment via third party providers. These organisations only deliver courses to their own staff or pupils and are monitored and audited to ensure they provide ongoing quality training and assessment services.

Third party providers do not advertise St John WA courses but participants are advised when a third party organisation is providing the services on behalf of St John WA.

## **Assessment Arrangements**

Assessment tasks in each course will vary however both knowledge and skills will be assessed to meet each unit of competency's requirements. Depending on those requirements and the method of delivery (online and/or face-to-face) participants are assessed using a selection from the following:

- ▶ Knowledge assessments:
  - Quizzes
  - Case Studies. or
  - Projects.
- ▶ Practical assessments:
  - Observation of skills in scenarios or static skills, and
  - Verbal questioning.

The trainer and assessor will explain the assessment requirements in detail at the beginning of the course.

The online knowledge quiz should be completed prior to attending the face-to-face component.

Participants enrolled in qualifications must complete assessment tasks and projects within the time frame stipulated by the trainer and assessor. Partially completed or incomplete assessment submissions will not be accepted and will be returned to the participant for re-submission.

Participants will not be issued an AQF certificate until all assessments are completed.

To obtain the assessment requirements prior to course commencement, participants undertaking the online pre-learning can access this information when logging onto the St John WA Learning Management System.

Participants undertaking face-to-face only courses can contact the Customer Service Call Centre to clarify assessment information.

## **Plagiarism**

Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own. At St John WA, plagiarism is not accepted and may result in cancellation of course enrolment resulting in loss of course fees already paid.

Plagiarism offences may also be breaches of the Copyright Act and you may be subject to penalties independent of St John WA policies.

## **Reasonable Adjustment**

Reasonable adjustment refers to actions taken to provide all participants with the same educational opportunities. The determination of 'reasonable' requires judgement that must take into account the impact on St John WA and the need to maintain the integrity of each unit of competency.

All participants are offered reasonable adjustment options to enable them to meet the essential requirements of the course. Reasonable adjustments offered at St John WA include:

- ▶ Accessible classrooms
- ▶ Note-taking support
- ▶ Course material in alternate formats (electronic or large print)
- ▶ Extra time or extensions for assessments
- ▶ Modified assessment tasks, and/or
- ▶ Internal and external support services.

Participants are encouraged to contact the Customer Service Call Centre prior to course commencement or discuss available options on the day with the trainer and assessor.

## **Assessment Plan**

An assessment plan outlines the assessment requirements of the course. For participants who complete the online assessments, the assessment plan is implied as

the St John WA Learning Management System visually indicates the assessment information and requirements.

Participants attending face-to-face courses only are required to read and sign a paper-based assessment plan with the trainer and assessor prior to assessment commencing.

The assessment plan:

- ▶ Is negotiated prior to assessment taking place
- ▶ Indicates the accredited course code and title
- ▶ Is completed by each individual participant, and
- ▶ Is signed and dated by both participant and the assessor.

## **Assessment Outcomes**

In each assessment activity, participants will be given two (2) attempts to achieve either Requirements Met (RM) or Requirements Not Met (RNM). If a participant does not achieve a RM competency after their second attempt, they will be deemed RNM for that assessment activity.

The final outcome for the entire course will be marked as Competent (C) or Not Yet Competent (NYC).

To achieve a competent outcome, participants are:

- ▶ Assessed against the entire units of competency
- ▶ Assessed over a period of time
- ▶ Assessed over a range of scenarios, and
- ▶ Required to demonstrate all the skills and knowledge requirements successfully.

If a participant is deemed Not Yet Competent after the second attempt, reassessment will be required at a later date.

## **Re-Assessment**

If the initial assessment criteria requirements have not been met, participants will have the opportunity to be re-assessed, once at no cost, within a six (6) week timeframe from the date of the face-to-face session.

Participants are re-assessed only on the skill/s that they were deemed Requirements Not Met in the initial assessment. Participants will be given two (2) attempts to achieve competency.

If the re-assessment outcome is Requirements Not Met then the overall course will be deemed Not Yet Competent. The participant will be required to re-enrol into a new course and pay the course fees in full.

## **Course Extension Requests**

Participants enrolled in accredited short courses (single units of competency) may request an extension in serious and exceptional circumstances which are beyond their control. In such events the participant should either call the Customer Service Call Centre on 9334 1233 or call the regional sub-centre to discuss the matter immediately.

Alternatively, if this occurs whilst at the course, the trainer and assessor must be advised immediately and arrangements made to complete the course at another time. Supporting documentation will be required to support the extension request in these circumstances (for example a medical certificate or statutory declaration).

Participants enrolled in qualifications may request an extension if they are unable to complete the course within the twelve (12) month time frame. A course extension for a maximum of six (6) months may be granted without incurring additional fees.

These participants are required to submit a formal request in writing to the trainer and assessor within sufficient time prior to the end of the twelve (12) month time frame for a decision to be made. Subsequent requests for an extension will not be granted and participants will be required to re-enrol and pay course fees.

Participants who do not complete all the requirements of the qualification within the twelve (12) month time frame and have not applied for an extension, will have their enrolment treated as expired.

## **Certification**

Participants who successfully complete an accredited course will receive a nationally recognised Australian Qualifications Framework (AQF) certificate; either a statement of attainment (for short courses) or a testamur (for qualifications). AQF certificates will only be issued once the participant provides a validated USI and all course fees are paid in full.

A qualification testamur is accompanied by a record of results which lists all units of competency completed within the qualification.

St John WA AQF certification is typically issued electronically via email. Participants may request certification to be printed on certificate paper and posted or collected from the training venue at a later date.

Participants who successfully complete a St John first aid course (not nationally accredited) will receive a certificate of completion.

## **Replacement Certification**

Participants who complete courses with an online component can access their certificates by logging onto the Learning Management System. Any requests for additional certification to be printed on certificate paper will incur an administration fee. To request this option contact the Customer Service Call Centre or regional sub-centre training venue.

## **Feedback**

St John WA regularly collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our participants, clients and staff concerning educational and service improvements or changes to our existing training and client services.

Feedback can be provided at conclusion of the course through the link emailed to participants or on the St John WA website.

# Complaints and Appeals

## Complaints

St John WA is committed to thoroughly investigating any complaints and appeals and providing a response in the shortest possible timeframe.

Should a participant wish to lodge a complaint relating to training delivery, course conduct, conflicts or general grievance, they are encouraged to discuss the issue first with their trainer and assessor. If they are unable to resolve the issue, the complaint will be forwarded to their line manager who will commence the complaint investigation process. Our Customer Experience Manager or an Investigator will be in touch. Alternatively, participants may lodge a complaint directly via the St John WA website <https://stjohnwa.com.au/about-us/contact-us/feedback-complaints>.

Within five (5) working days of receiving a complaint or appeal, St John WA will send an acknowledgement to the complainant. The complaint or appeal will be investigated, and the complainant will be advised in writing of the outcome within thirty (30) working days.

## Appeals

### Complaint Outcome Appeals

If the participant is not satisfied with the complaint investigation outcome, they can appeal by communicating this to the Customer Experience Manager who will reopen the investigation process.

### Assessment Decision Appeals

Should a participant wish to appeal an assessment decision, they are encouraged to discuss this with their trainer and assessor. If they are unable to resolve the issue, the participant should submit the appeal formally in writing for investigation. Alternatively, participants may lodge an appeal directly via the St John WA website <https://stjohnwa.com.au/about-us/contact-us/feedback-complaints>.

## No Resolution Reached

If a resolution is not reached via the St John RTO complaints and appeals process, the participant may contact the National Training Complaints Hotline on 13 38 73 (Monday to Friday 8am to 6pm) or email: [skilling@education.gov.au](mailto:skilling@education.gov.au) for an independent review.

Alternatively, they may request that an independent arbitrator be appointed to review the complaint or appeal decision provided. This should be provided in writing to the Customer Experience Manager.

For more details on the St John WA complaints and appeals policy and procedure please see the St John RTO Policy No. 17 Complaints and Appeals: <https://stjohnwa.com.au/first-aid-training/policies-and-standards-for-rtos>