

Policy and Procedure No. 24

Participant Identification

1. Policy Objective

The objective of the Participant Identification Policy and Procedure for St John Ambulance Western Australia Ltd (St John WA) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that St John RTO identifies its participants who are enrolled, trained and assessed in order to meet RTO regulatory, compliance and quality requirements.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- ▶ Standard 1.8 (Rules of Evidence).

2. Policy

1. This Policy and Procedure version is effective as of December 2022.
2. For the purposes of this Policy and Procedure “St John RTO Stakeholders” refers to the First Aid Training Services Administration team, the Customer Experience team, the Marketing Programs team and other relevant departments in St John Ambulance.
3. St John RTO Stakeholders will inform their staff of the requirements of this RTO Policy and Procedure.
4. St John RTO Stakeholders will adhere to this Policy and Procedure at all times.
5. Participants will:
 - ▶ Provide current and accurate details on enrolment
 - ▶ Read, understand and agree to an Integrity Pledge prior to completing any online work
 - ▶ Meet the requirements outlined in the Integrity Pledge when completing online work
 - ▶ Provide identification documentation prior to undertaking any face-to-face assessments
 - ▶ Inform St John if inaccurate information is displayed on certificate within 2 working days.
6. St John RTO will verify that the person enrolled, trained and assessed is the same person that will be issued with a Qualification Testamur or Statement of Attainment.
7. St John RTO will identify course participants using the St John RTO Learning Management System (LMS) by:
 - ▶ Providing enrolment information and log on details to access St John RTO LMS, via email upon enrolment.
8. St John RTO will identify course participants during a face-to-face and prior to the assessment by:
 - ▶ Checking participant identification documents as outlined in the List of Acceptable Participant Identification Documents (see table on page 5).
9. St John RTO Stakeholders will:

- ▶ **Conduct** compliance activities as detailed in the annual RTO Compliance Calendar
- ▶ **Store** evidence of their ongoing compliance
- ▶ **Provide** evidence of their compliance for the purposes of internal, external audits and on request.

10. This Policy and Procedure is to be read in conjunction with:

- ▶ St John RTO Policy and Procedure No. 15 Pre-enrolment and Enrolment
- ▶ St John RTO Policy and Procedure No. 30 Plagiarism.

List of Acceptable Participant Identification Documents

Document	Type of Document	Required Details	Restrictions
Primary Identification – Only 1 Required to Confirm Identification			
Drivers Licence	Primary	Name, Address and Date of Birth Licence Number and Date of Expiry	
Western Australian Photo Card	Primary	Name and Date of Birth Photo Card Number and Expiry Date	
Passport	Primary	Name and Date of Birth Date and Country of Issue Passport Number	
Evidence of Immigration Status (Immicard)	Primary	Name and Date of Birth Card Number Issue and Expiry Date	
Working with Children Check	Primary	Name and Date of Birth Notice Number and Expiry Date	
Government Employee Photo ID	Primary	Name and Photo	
Written Reference or Identification Letter	Primary	One (1) Written Reference or Letter from an acceptable Referee	Isolated Area Indigenous ONLY
Student Photo ID Card	Primary	Name and Date of Birth Student Number Expiry Date	
Prisoners in Corrective Services Custody Photo ID Card	Primary	Name and Photo	For correctional facilities ONLY
Secondary Identification – 2 Required to Confirm Identification			
Birth Certificate	Secondary	Name and Date of Birth Date and Office of Issue	Combined with one (1) other form of secondary identification
Citizenship Certificate	Secondary	Name and Date of Birth Date of Issue and Name of Person who issued the document	Combined with one (1) other form of secondary identification
Unique Student Identifier	Secondary	On Enrolment	Combined with one (1) other form of secondary identification
Worksafe High Risk Licence	Secondary	Name and Date of Birth Licence Number and Expiry Date	Combined with one (1) other form of secondary identification
Credit Card, Debit Card	Secondary	Name on Card and Issuing Institution	Combined with one (1) other form of secondary identification
Medicare Card	Secondary	Name and Date Card Valid to	Combined with one (1) other form of secondary identification
Utility Account	Secondary	Name and Address Utility Company	Combined with one (1) other form of secondary identification
Rental Lease Agreement	Secondary	Name and Address of Leasing Agent	Combined with one (1) other form of secondary identification
Letter from School or Government Agency	Secondary	One (1) Written Letter from a School or Government Agency	Combined with one (1) other form of secondary identification