

First Aid Course Booking - Terms and Conditions

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First Aid course booking – Public classes

First aid course pricing

- ▶ All course prices listed on the website are correct as at July 2019.
- ▶ All course prices and scheduled dates are subject to change without notification, however every effort will be made to ensure this does not occur.
- ▶ If you are a concession card holder and are eligible for a discount on the price of your first aid course, you must ensure you bring this form of concession identification with you on the day of your course.

Participant details

- ▶ Every student enrolled in a St John first aid course is responsible for their own booking and for ensuring St John is updated with their correct personal information should this change from the time of the booking being made.
- ▶ Amendments to the booking can only be done by the person who made the original booking and payment.

Transfer Policy

- ▶ No transfer fee will apply where a minimum of 10 business days' notice is given prior to the course date.
- ▶ A first aid course booking may only be transferred once, and may only be transferred by the participant enrolled in the course or by the person that made the original booking.
- ▶ Fees may apply for late transfers that are requested less than 10 business days prior to the course date.

Cancellation Policy

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

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 enroll 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.

Promotional Codes, Discounts and Discount Offers Linked with Third Party Memberships

- ▶ St John WA limits the use of discounts, to one (1) discount per person, per first aid course booking transaction. This applies to any sort of discount offered by St John, whether it be concessional discount, a promotional discount offer or other.
- ▶ Where a promotional discount has been used, the terms and conditions associated with the promotional offer will override the First Aid Training Terms and Conditions that are outlined in this document.
- ▶ No refund will be given for any courses booked using a promotional or discount code.
- ▶ By using your RAC membership to redeem a discount on St John first aid courses and kits, you agree to St John reporting back to RAC WA Pty Ltd and their website analytics company on the details on of your purchase.

Pre-Learning Material

- ▶ Where applicable, participants will receive a link in their confirmation email to access online pre-learning material and assessment. **The pre-learning must be completed prior to attending the course.**

Provision of Statement of Attainment (Certificate)

- ▶ A Statement of Attainment (certificate) will be provided to participants who successfully complete an accredited course or qualification.
- ▶ Participants are responsible for providing their Unique Student Identifier (USI) and submitting responses to all questions in order to receive their certificate upon successful completion of their training. St John will verify participant's USI number at the time of booking. Without a valid USI number, St John WA will not be able to issue a participant with their certificate.
- ▶ Participants who require a hardcopy reprint of their certificate will be required to pay an administration fee of \$15.

Participant Declaration

In agreeing to these booking terms and conditions, participant's acknowledge that they have also read and fully understood provided information on:

- ▶ Full Course code and titles
- ▶ Modes of delivery and assessment
- ▶ Course venues
- ▶ Pre enrolment and enrolment requirements
- ▶ Education and support services
- ▶ Course fees and cancellations
- ▶ Complaints and appeals procedure
- ▶ Participant rights and obligations; and
- ▶ Third party providers

Digital Products

Discounts

- ▶ No discounts are applicable to St John Skills (digital first aid training) products.

Refunds

- ▶ All St John Skills (digital first aid training) products are non-refundable and are not nationally accredited first aid courses.

First Aid course booking – Corporate onsite classes

Course Attendance

- ▶ Participants will need to be available to attend the full course hours. Should a participant not be available to complete an assessment, they will need to rebook and course fees will apply.
- ▶ Participants are encouraged to wear comfortable clothing as they will be required to demonstrate the practical skills learnt. We recommend shorts or pants and closed in shoes.

Please note that all participants are required to present photo identification on the day of the course.

Course Transfer Policy

- ▶ No fee will apply where a minimum of 10 business days' notice is given prior to the course date.
- ▶ A fee of 50% of the course cost will apply where between 5 and 9 business days notice is given prior to the course date.
- ▶ A fee of 100% of the course cost will apply where less than 5 business days notice is given prior to the course date.
- ▶ Exceptions to this are as per customer supplier agreement with St John Ambulance WA.

Course Cancellation Policy

- ▶ A full refund will be given where a minimum of 10 business days' notice is given prior to the course date.
- ▶ A 50% refund will apply where between 5 and 9 business days' notice is given prior to the course date.
- ▶ No refund will be given where less than 5 business days' notice is given prior to the course date.
- ▶ Exceptions to this are as per customer supplier agreement with St John Ambulance WA.

Additional Fees

Addition fees below may be charged if applicable. (Pricing is shown GST Inclusive).

▶ **No Free Parking on Site**
\$50.00 per day / \$30.00 half day.

▶ **Public Holiday Rate**
\$400.00 per day / \$200 half day.

▶ **Additional Content**
\$50.00 per hour.

▶ **Weekend Rate**
\$200.00 per day / \$100 half day.

▶ **Site Inductions**
Charged at Trainers hourly rate

▶ **Split Session**
\$150.00 per course

Public Liability

- ▶ A copy of your Public Liability Insurance Certificate of Currency may be required at the time of booking.

Pre-Learning Material

- ▶ Where applicable, participants **are required to complete any pre-learning reading and assessments prior to the date of their course**. If this pre-learning is not completed prior to the course, St John WA reserves the right to deny attendance on the day.

Provision of Statement of Attainment (Certificate)

- ▶ A statement of attainment (certificate) will be provided to participants who successfully complete an accredited course or qualification.
- ▶ Participants are responsible for providing their Unique Student Identifier (USI) and submitting responses to all questions in order to receive their certificate upon successful completion of their training. St John will verify participant's USI number at the time of booking. Without a valid USI number, St John WA will not be able to issue a participant with their certificate.
- ▶ Participants who require a hardcopy or reprint of their certificate will be required to pay an administration fee of \$15.

Training Venue

- ▶ The training venue must be large enough to allow for a minimum of 2m² carpeted space per participant. Should you not have a suitable venue, you can use one of St John WA's 12 metropolitan Training Centres at no extra cost.
- ▶ On the day of the course, the Trainer will arrive approximately 30 minutes prior to course commencement. Tea and lunch break times can be discussed with the Trainer on the day.

Training Resources

- ▶ St John WA provides all the training resources necessary to conduct the training. For resuscitation exercises this includes learning materials, reference books (if applicable), resuscitation manikins, face shields and cleaning equipment.
- ▶ We also include training resources for practical scenarios including bandages and splints.

Courier

- ▶ Training resources are couriered to the course venue address on the business day prior to the course and collected the next business day after the course. Please ensure that a contact person from your organisation is available for delivery / pickup, to avoid an additional fee of \$100.00.
- ▶ A direct courier can be booked for a fee of \$100 if a specific delivery / pick up time is required.

Regional Courses

The following to be provided by the client if required:

- ▶ Return Airfares
- ▶ Freight (for training resources) Accommodation and Meals
- ▶ Car Hire and Fuel (if required)

Participant Declaration

In agreeing to these booking terms and conditions, participant's acknowledge that they have also read and fully understood provided information on:

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