

First Aid Course Booking

Terms and Conditions

Private classes

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First Aid course booking – Private classes

Class 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 be rebooked and course fees will apply.
- ▶ Participants are required to wear appropriate clothing as they will be required to demonstrate the practical skills learnt. We recommend shorts or pants and closed in shoes.
- ▶ Once class has commenced late participants may not be permitted. Should a participant not be permitted, they will need to be rebooked and full course fees will apply.

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

Class Transfer Policy

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

Class Cancellation Policy

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

Pricing

- ▶ All class prices are correct as at July 2021.
- ▶ All class prices are subject to change without notification; however, every effort will be made to ensure this does not occur.

Additional Fees

Additional 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.
- ▶ **Freight**
Cost varies depending on location.
- ▶ **Weekend Rate**
\$200.00 per day / \$100 half day.
- ▶ **Site Inductions**
Charged at Trainers hourly rate
- ▶ **Split Session**
\$150.00 per course

Additional Fees - Regional Classes

The following to be provided by the client if required:

- ▶ Return Airfares
- ▶ Accommodation and Meals
- ▶ Freight (for training resources)
- ▶ Care Hire and Fuel

The Customer is liable for any additional fees incurred or committed to by St John WA prior to a cancellation notice being received from the Customer. St John WA will invoice the Customer for these out-of-pocket fees following receipt of the Customer's cancellation notice.

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 Training Centers at no extra cost.
- ▶ On the day of the class, the Trainer will arrive approximately 30 minutes prior to class 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 class venue address on the business day prior to the class and collected the next business day after the class. 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.

Payment

- ▶ Payment terms are 30 days from date of invoice, or as per agreement with St John WA.

- ▶ Invoices will be generated on the day of the class for agreed minimum number of students, or number of enrolled students, whichever is greater. Full payment of invoice is required irrespective of number of attendees on the day or outcome of training.

Public Liability

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

Limitation of Liability

- ▶ If a class is cancelled or rescheduled by St John WA, all liability is limited to the amount for which the class was purchased (including any fees or charges). Unless required by law (including the Australian Consumer Law), St John WA will not be liable for any other losses incurred as a result of the cancellation, rescheduling or relocation of any event, including any travel and accommodation expenses, loss of income from work etc. Clients should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at a class. Clients may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation or rescheduling.

Age Limits

For any classes provided within a school or community group environment, where there is a teacher or supervisor present there is no age restriction as this satisfies the supervision requirement.

All First Aid trainers working for St John WA have a valid Working with Children Check.

St John WA follows the recommendations from the Australian Resuscitation Council (ARC), which identifies potential stress on young students understanding the consequences of performing CPR.

Therefore, 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

St John WA is 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

Online-Learning Material

- ▶ Where applicable, participants **are required to complete online-learning reading and assessments.** As the online learning forms part of the required assessments for a course a Statement of Attainment cannot be issued if the online component is not successfully completed.
- ▶ Online Learning and Assessments should be completed prior to class date. If the Online Assessments are not completed within 30 days of class date the enrolment in the course will be Withdrawn.

HLT41115 Certificate IV in Healthcare.

For those students wishing to complete the work placement requirements of this course through our St John Volunteer program please note that they will be required to meet minimum eligibility requirements to become a Volunteer. This includes National Police Clearance (valid within the past 6 months), and current vaccination certificates for Influenza and Covid-19.

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 to receive their certificate upon successful completion of their training. St John will verify participant's USI number once the information is received. 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.

Participant Declaration

In agreeing to these booking terms and conditions, participants 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