

# First Aid Courses

## Terms and Conditions

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# First Aid Course – Public Classes

## Participant Acceptance

- ▶ Every student enrolled in a St John WA First Aid course is responsible for their own booking.
- ▶ The participant agrees to provide St John WA with correct personal information, throughout their training tenure, should this change from the time of the booking being made.
- ▶ Changes to a booking can only be done by the customer who made the original booking and payment.
- ▶ Once class has commenced late participants may not be permitted. Should a participant not be permitted, they will need to be rebooked for the course and full course fees will apply.
- ▶ Participants will need to be available to attend the full class hours. Should a participant not be available to complete an assessment, they will need to be rebooked for the course and full course fees will apply.
- ▶ Appropriate casual clothing is recommended for comfort during our classes. We recommend pants or shorts. Please be aware that closed in shoes are required for safety reasons.

## Pricing

- ▶ All course prices listed on the website are correct as at July 2023.
- ▶ 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 provide the details at the time of booking.

## Transfer Policy

- ▶ Class transfers can only be requested by the customer who made the original booking and payment.
- ▶ One free transfer to another available class of the same course will be allowed provided a **minimum of 10 business days' notice** prior to class date is given to St John WA.
- ▶ A transfer fee of \$25.00 will be charged for any transfers where between 5 and 9 business days' notice is given prior to the class date. This fee is payable at time of transfer.
- ▶ A fee equal to 50% of the course price will be charged where less than 5 business days' notice is given prior to the class date. This fee is payable at time of transfer.
- ▶ Transfer requests for non-attendance or late arrival at a class will **not** be accepted. The student will need to be rebooked for the course and full course fees will apply.

## Cancellations and Refunds

- ▶ A full refund will be given where a **minimum of 10 business days' notice** from the class date is given to St John WA.
- ▶ A 50% 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.

## Limitation of Liability

If a course is cancelled or rescheduled 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 the 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 travel insurance policy (where relevant) to cover for any such losses in the event of cancellation or rescheduling of the course.

## Age Limits

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 or guardian 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

For any classes provided within the school or community group environment, where there is a teacher or supervisor present this satisfies the supervision requirement.

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

## 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

## 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 WA, including concessional discount, promotional discount offers or any other offer.
- ▶ Where a St John WA 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.
- ▶ St John WA are unable to provide refunds for a course booked using a promotional or discount code.

## Online Learning Material and Assessment

- ▶ Where applicable, participants will receive a link in their confirmation email to access online learning material and assessment.
- ▶ **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.**

## HLT41120 Certificate IV in Healthcare.

For those students wishing to complete the work placement requirements of this course through our St John WA Volunteer program please note that they will be required to meet minimum eligibility requirements to become a Volunteer. For more information on requirements, please visit <https://stjohnwa.com.au/changelives>.

## 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 WA 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 reprint of their certificate will be required to pay an administration fee of \$15.

## Declaration

**By 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, transfers and cancellations
- ▶ Complaints and appeals procedure
- ▶ Participant rights and obligations; and
- ▶ Third party providers

## Glossary

Term	Definition
St John WA	St John Ambulance Western Australia. Service provider of First Aid Training.
Participant or Student	Individual enrolled in a St John WA First Aid course.
Australian Resuscitation Council or ARC	The coordinating body representing major groups involved in the teaching and practice of resuscitation.