

First Aid Courses Terms and Conditions

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First Aid Course

Public Classes

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.

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 participant who made the original booking and payment.

Pricing

- All course prices listed on the website are correct as at July 2021.
- 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.

Transfer Policy

- Class transfers may only be requested by the participant enrolled in the course.
- One free transfer will be allowed provided a minimum of 10 business days' notice prior to class date is given.
- 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 course 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. This fee is payable at 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 class fee will be required.

Cancellations and Refunds

- A full refund will be given where a minimum of 10 business days from the course 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 course date.
- No refund will be given where less than 5 business days' notice is given prior to the course 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 insurance policy to cover for any losses in the event of cancellation or rescheduling.

Age Limits

For any classes provided within the 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 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

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, a promotional discount offers or any other offer.
- 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.
- St John WA are unable to provide refunds for a course booked using a promotional or discount code.
- RAC members are entitled to a 15% discount on St John WA first aid courses and kits. By inputting RAC member data at time of purchase, the participant understands St John WA will report back to RAC WA Pty Ltd on the details of their purchase.

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.

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 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 course

