

First Aid Training Terms and Conditions – Corporate Group Bookings

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 (if applicable – GST Incl.)

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

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

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

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

▶ **Additional Content**

\$50.00 per hour.

▶ **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 Ambulance 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 must create a Unique Student Identifier (USI) prior to booking any accredited training with St John Ambulance WA 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 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 Ambulance'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 Ambulance 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.

Country Courses (the following to be provided by 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:

- ▶ 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