

Regional Training

– General Information



Information for ALL students

Registration

Registration is 15 minutes prior to course start. Please bring your confirmation letter.

All students must provide Photo ID to the Trainer and Assessor at commencement of class in order to participate in the assessments and receive a Statement of Attainment upon successful completion of the course.

Dress

Casual clothing is recommended for comfort during our courses, we suggest pants, jeans or shorts. Please be aware that closed in shoes are required for safety reasons.

Course Materials

You will be issued with course materials where applicable, please bring a notepad and pen.

Pre-course work required for participants of;

- HLTAID001 Provide cardiopulmonary resuscitation refresher (2 hours)
- HLTAID003 Provide first aid 1 day course and
- HLTAID004 Provide an emergency first aid response in an education and care setting

Your local St John RTO provider will inform you on how to obtain these documents. Pre-learning is required to be completed prior to attending the course.

Lunches

A 30 minute lunch break is provided with kitchen facilities, including fridges and microwaves for your convenience. Tea and Coffee is also provided.

Parking

Parking information will be provided by your local St John sub-centre.

Messages

Please phone your local sub centre, during office hours, for relay of urgent messages to course participants

Course Transfer Policy

- No fee will apply where a minimum of 10 business days written notice is given prior to the course date.
- A fee of 25% of the course cost will apply where between 5 and 9 business days written notice is given prior to the course date.
- A fee of 100% of the course cost will apply where less than 5 business days written notice is given prior to the course date.

Course Cancellation Policy

- A full refund will be given where a minimum of 10 business days written notice is given prior to the course date.
- A 75% refund will apply where between 5 and 9 business days written notice is given prior to the course date.
- No refund will be given where less than 5 business days written notice is given prior to the course date.
- A substitute participant may attend a course at no extra charge provided that we receive written notice prior to the course date, and the substitute student has completed any required pre-learning and/or course pre-requisites.

Information for students on ACCREDITED courses

Re-Assessment

If the assessment criteria requirements have not been achieved, participants will have the opportunity to be assessed, once, at no cost, within a six week timeframe from the date of their course. Contact your local sub centre to book a Reassessment.

Flexible Learning & Assessment

Participants experiencing difficulties associated with attending classes or assessment sessions should discuss their problems with the Trainer and Assessor of the course so that alternative arrangements can be made. Reasonable effort will be made to ensure that participants are provided with flexible options for learning/assessment.

Participant Rights & Responsibilities

Participants have the right to a learning environment characterised by mutual respect and equal opportunity. Participants are responsible for their own behaviour and are not to engage in behaviour that is unsafe or inappropriate. We do not recommend that parents bring children to courses as trainers reserve the right to ask students and/or children to leave if they are disruptive or disrespectful to the class.

Access & Equity

St John Ambulance Western Australia Ltd via The College of Pre-Hospital Care, will ensure that a cross-section of the community have equitable access to participation and involvement in the benefits of training and assessment. This is achieved through the non-discriminatory participant selection procedures, allowing access for all members of the community.

Participant Support

Participants with special needs, a language or literacy difficulty should inform staff at the time of enrolment to discuss their requirements. Participants experiencing difficulty during the course should seek assistance from the Trainer and Assessor. A formal Complaints and Appeals procedure can be accessed by all participants if the problem cannot be resolved by the Trainer and Assessor.

Skills Recognition

Participants may apply for skills recognition (Recognition of Prior Learning). This is the process of gaining formal recognition of previous training or knowledge and skills gained through other means such as on-the-job experience or everyday life. These skills and knowledge are mapped against the accredited course requirements.

Mutual Recognition

St John Ambulance Western Australia Ltd via The College of Pre-Hospital Care recognises Australian Qualifications Framework Qualifications and/or Statements of Attainment issued by any other Registered Training Organisation.