

Code of Conduct

St John Ambulance Australia (ACT) will ensure that qualified and experienced trainers are used to conduct courses. While St John Ambulance Australia (ACT) staff will provide encouragement and support, each student has a responsibility to make every effort to maintain satisfactory progress in their first aid training. Trainers will prepare and present materials that meet the appropriate standard. Students will be assessed fairly, objectively and consistently to determine their competency and understanding of the material.

You have a responsibility to make every effort to maintain satisfactory progress in your training. If you exhibit behaviour, which is disruptive, inappropriate or disturbing to other course participants and/or the trainer, the following action may be taken, either individually or in conjunction with each other.

You may be

- Asked to leave the course
- Counselling by training staff to seek a solution
- Offered another course which is being conducted by a different trainer

Enrolment Conditions

Access to courses is dependent upon the following criteria:

- Availability of class and venue
- Sufficient enrolments in the course
- Adequately meet course entry requirements
- Course fees made payable in advance

Flexible Delivery

St John Ambulance Australia (ACT) will support students in obtaining the first aid certificate within a 6-week period. St John will offer flexible options such as:

- Alternative courses times and dates will be offered
- Retest of competencies that were not met at the first assessment

Breaks

Lunch not provided. Recommend you bring your own packed lunch, limited food outlets especially weekends. Lunch duration 30-45 min.

Registration Fee

St John Ambulance Australia (ACT) reserves the right to determine registration fees for courses. Information on the course fees is available by contacting the office:
Telephone 02 6282 2399

Refund Policy

A full refund of course fees paid will be given if:

- St John Ambulance cancels a course.
- A student or organisation gives advanced notice that they will not be attending the course.

The refund will be subjected to a 20% administration fee if:

- The student or organisation does not inform St John Ambulance (ACT) in advance that the student will not be attending the course.

To request a refund the student is required to contact St John Ambulance Australia (ACT). The refund is then posted or credited to the account of the person or organisation, which made the original payment.

If the student asks to rebook into a course there is no fee charged to the student.

Access & Equity

St John Ambulance Australia (ACT) actively encourages the participation of a cross section of the community. This is achieved through the establishment of non-discriminatory student selection procedures, encouraging access for all members of the community.

Recognition of Prior Learning

St John Ambulance Australia (ACT) recognises first aid qualifications or statements of attainment that comply with the Australian Qualifications Training Framework (AQTF) and are issued by another Registered Training Organisation (RTO) - for certificate's remaining period of currency. If the individual is able to demonstrate relevant experience, an assessment may be appropriate in accordance with St John Ambulance's Training Protocols: Recognition of Prior Learning. An application form is available from the Training Manager at St John Ambulance Australia (ACT).

Grievances

Students have the right to seek redress if they feel that St John Ambulance Australia (ACT) has unfairly treated them.

The procedure is as follows:

- Discuss the grievance with the Trainer of the first aid course

If the resolution is unsatisfactory:

- Place the grievance in writing and discuss with the Training Manager

If satisfactory resolution can still not be reached then finally:

- Write to the CEO and Training Chair outlining the grievance.

Workplace Health & Safety

St John Ambulance Australia (ACT) has a responsibility to provide a safe and healthy environment for its employees, students and visitors. Under the Workplace OH&S Code of Practice the students also a responsibility to:

- Undertake activities in a safe manner
- Follow instructions provided for safety
- Not to place themselves or others at risk
- Report injury, illness or 'near miss' to the appropriate person – either the Trainer or St John Ambulance Australia (ACT) OH&S representative.

Privacy Policy

St John Ambulance Australia (ACT) respects the privacy of students and staff. Information collected will be used in administration procedures and may be provided to the training staff. This information will not be released to any other organisation without your expressed consent.

Each student will be reminded when the certificate is due to expire and a Refresher letter will be sent to those who are eligible to attend. Other information regarding information on first aid training opportunities and information may be sent to students or organisations. Failure to provide relevant information may result in certificates and/or reminders not being forwarded. If you have privacy concerns or do not wish to receive this information, contact the Office Supervisor at St John Ambulance (ACT).

Course Material

If you are booked into a Flexible 1 day course or Refresher, please remember to bring your First Aid Manual and Pack (if applicable).
Writing material not supplied.

Course Fee Schedule 2008

All courses except workshops include a first aid manual. There is no GST charged on first aid courses, however the manual does incur GST

Course	Fee	Hours
Senior (Level2) 2 day	\$179.00	8:30-5:30
Senior (Level2) 1 day flexible	\$171.00	8:30-5:30
Senior Refresher	\$77.00	8:30-5:30
Advanced (Level3)	\$179.00	9-5
Advanced Resus	\$88.00	9-5
Occupational Day	\$151.00	9-5
Remote Area F.A	\$183.00	8:30-5:30
CPR & Defib	\$62.00	9-1
Emergency First Aid	\$88.00	9-5
Junior First Aid	\$43.00	9-4
Caring for Kids	\$95.00	9-5

St John Ambulance Australia (ACT)



Phone: 02 6282 2399

Fax: 02 6282 4566

coursebookings@stjohnact.com.au

St John Ambulance Australia is
The nationally recognised leader
In quality First Aid Training