

St John Ambulance (ACT) Student Information

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.

Students have a responsibility to make every effort to maintain satisfactory progress in their training. If a student exhibits 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.

Students 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 met course entry requirements.
- Course fees made payable in advance.

Flexible Delivery

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

- Alternative course times and dates.
- Retest of competencies that were not met at the first assessment.

Breaks

Lunch is not provided. It is recommended students bring their own lunch, as there are limited food outlets nearby the Deakin Training Centre. Lunch duration is 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 subject to a 20% administration fee if:

- The student or organisation does not inform St John Ambulance (ACT) 3 days 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 who made the original payment. If the student rebooks into another equivalent course there is no fee charged.

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.

There is a Multi-Choice Assessment in many of the courses.

Students with language, literacy or other difficulties should inform the enrolment staff at the time of booking (or as soon as possible after receiving your confirmation), so that appropriate assistance can be provided.

Students with any other difficulty during the course should in the first instance seek assistance from the trainer conducting the course. Should a satisfactory solution not be achieved the Training Manager should be informed.

Access to Records

Students may have access to their records by contacting the Training Manager in writing.

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC)

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 (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:

- Address the grievance in writing and discuss with the Training Manager.

If satisfactory resolution can still not be reached then write to the CEO and training Chair with an outline of 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 students also have 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 the 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 the individuals express consent.

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

Course Material

When booked into a Flexible 1 day course or Refresher, please remember to bring your First Aid manual (and pack if applicable).

Writing material is not provided.

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

Course Fee Schedule 2009

Course	Award Statement of Attainment	Fee & times
Senior First Aid 2 day course	HLTFA301B 'Apply First Aid'	\$187.00 8:30-5:30
Senior First Aid 1 day flexible course	HLTFA301B 'Apply First Aid'	\$178.00 8:30-5:30
Senior F.A. Refresher * (\$100 every 3 rd year manual included)	HLTFA301B 'Apply First Aid'	\$80.00 * 8:30-5:30
Advanced F.A. * (3 day course including Advanced Resuscitation)	HLTFA301B 'Apply First Aid'. HLTFA402B 'Apply Advanced First Aid'	\$278.50 * 9-5
Advanced Resuscitation course	HLTFA404A 'Apply Advanced Resuscitation Techniques'	\$91.50 9-5
Workplace First Aid	HLTFA403A 'Manage First Aid in the Workplace'	\$157.00 9-5
Remote Area First Aid	HLTFA302A 'Provide First Aid in Remote Situations'	\$191.00 9-6
CPR course	HLTCPR201A 'Perform CPR'	\$64.50 8:30-12:30
Emergency First Aid	HLTFA201A 'Provide Basic Emergency Life Support'	\$92.00 08:30-5:30
Junior First Aid	Statement of Attendance	\$45.50 9-4
Caring for Kids F.A.	Statement of Attendance	\$98.00 9-5

Address: St John Ambulance (ACT)
14 Thesiger Court Deakin ACT 2600