

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' written 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 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 day's written notice is given prior to the course date.
- ▶ A 50% 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.

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.

▶ **Additional Content**
\$50.00 per hour.

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

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

▶ **Split Session**
\$150.00 per course

Public Liability

- ▶ A copy of your Public Liability Insurance Certificate of Currency is required at the time of booking.

Pre-Learning Material

- ▶ Where applicable, participants will receive a link in their confirmation email to access an online pre-learning questionnaire. The pre-learning must be completed prior to attending the course.
- ▶ Please note that participants **are required to complete any pre-learning material prior to the date of their course**. If this pre-learning material 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 of 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 have enrolled within seven business days of the course date may not receive a certificate on the day. Instead it will be posted out within ten business days of the course completion.
- ▶ Participants who require a 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, 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.

CPR123 Kits

St John Ambulance provides CR123 Kits on the following courses; Provide First Aid 2 Day, Provide First Aid 1 Day, and Provide Basic Emergency Life Support. The CPR123 kit contains a convenient inflatable personal learning manikin, instructional DVD and instructions. This is a take- home kit, to enable participants to share their newly learnt CPR skills with their family and friends.

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