

# Perth Metro Training

## – General Information

Information for ALL students  
(ACCREDITED and NON-ACCREDITED courses)

### Registration

Registration is 15 minutes prior to course commencement. 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.

### Lunches

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

### Parking

[Click here](#) for training centre location and parking details.

### Messages

Please telephone 9334 1233, during office hours, for relay of urgent messages to participants during the course.

**The following information applies to participants of ACCREDITED courses only.**

### 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 the Customer Service Centre on 9334 1233 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. 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.

## Special Offer to Course Participants

All St John Ambulance first aid course participants are eligible for a **10% discount** on St John's entire range of first aid kits, valid for 30 days from course completion.

To view our entire range of first aid kits or to place an order, visit [www.stjohnambulance.com.au](http://www.stjohnambulance.com.au), visit our St John Shop at 209 Great Eastern Hwy, Belmont, or call 9334 1479.

Please present your first aid certificate or quote the document number on your first aid certificate to receive your discount.