

TERMS AND CONDITIONS

By booking into a course, participants agree to First Aid Trained terms and conditions.
Please make sure you have read and understand these conditions.

T&C OVERVIEW:

- 1. Booking Policy, Refunds and Cancellations**
 - 1.1. *Non Attendance*
 - 1.2. *Refunds*
 - 1.3. *Reallocation*
- 2. Late Policy**
 - 2.1. *Arrival Time*
 - 2.2. *Scheduled Breaks.*
 - 2.3. *Penalties*
- 3. Fees and Charges**
- 4. Assessments and Certification**
 - 4.1. *Pre-course Requirements*
 - 4.2. *The Training Day*
 - 4.3. *Statements of Attainment (certificates) & Nationally Accreditation / RTO information*
- 5. Student Access and Special Needs**
 - 5.1. *Disability*
 - 5.2. *Language Literacy and Numeracy (LLN)*
- 6. Grievance and Appeals**
- 7. Confidentiality**

1. Booking Policy, Refunds and Cancellations

1.1. Non Attendance

Once a booking is made, no refunds will be issued if a participant fails to arrive on time, not attend or are unable to attend on the day. Changes can be made to shift the course to another date, provided the request is received during normal business hours, up to 48 hours *prior* to the booked starting time.

1.2. Refunds

A full refund on pre-paid fees will be issued if First Aid Trained cancels a booked training event prior to the booked date, or changes the booking date to an unsuitable time or venue for the participants. No additional monies will be paid for any other expenses or costs incurred due to First Aid Trained cancelling or changing booking details.

1.3. Reallocation

In the case of sickness, the absent participant is to provide a medical certificate covering the training date missed to First Aid Trained within 48 hours after the original booked time. We will endeavor to allocate the participant to another suitable booking date. The student may be required to attend with a different group/company's booking and they will be required to organise their own transport to and from the alternate location.

2. Late Policy

Punctuality is essential – As we are training a group, we rely on the polite, social-courtesy expected between each participant, *to arrive on time and be ready for the training.*

As the training and learning components of our courses are condensed, our trainers do not have spare time to re-cover whole sections for a participant who arrives late - and a late attendant may also void the *participation and attendance requirements* for formal certification.

2.1. Arrival Time

Participants are encouraged to aim to arrive at the training venue *15 minutes prior* to the training session starting time, to accommodate unforeseen delays in transit on route.

2.2. Scheduled Breaks

Participants are expected to return at the recommencement time of any scheduled breaks (formal or informal). *Returning more than 5 minutes late may void your participation and attendance requirements.*

2.3. Penalties

Participants who are more than 10 minutes late for the scheduled start time of the training session *or for the recommencement from a break* will not be allowed to attend further training on that day. They will forfeit any pre-paid fees and will need to re-book at their own expense.

3. Fees and Charges

All prices are in Australian dollars and include 10% GST (unless stated otherwise). Prices are subject to change without notice. Quotes are valid for 14 days from issue.

Individual students will be advised of course cost at time of booking. Fees are payable prior to the training session apply, regardless of the participant's outcome on the course. Certificates will not be issued on unpaid accounts. A fee of \$16.50 will apply for reprinting and posting a certificate.

All orders or bookings must be made by persons over the age of 18 years. If the participant is under 18 years, an adult will be required to place the order on their behalf.

4. Assessments and Certification

4.1. Pre-course Requirements

If a pre-course workbook is assigned, this must be completed prior to attending the training session day. Participants understand they will not be able to attend the session and will be required to re-book at their own expense if they have not done this.

4.2. The Training Day

Assessments are ongoing through the training day so participants must attend the whole session to be able to complete the course requirements. Assessments include both practical and theory/written questions and answer, which all participants must be actively involved in, and they must meet the competency standards as required for certification.

4.3. Statements of Attainment (certificates) are issued once the competencies have been met. Our nationally recognised first aid courses are delivered and assessed on behalf of Allens Training Pty Ltd RTO 90909.

5. Student Access and Special Needs

We believe in the fair and equal treatment of all and do not discriminate against any individual. We will also not accept discriminatory behavior from any other participants in any of our classes. Our trainer and assessors will seek to support and assist participants as much as possible to ensure everyone has equal access and ability to succeed.

Please be aware that there are set criteria within the unit of competency that must be met with reasonable adjustment without compromising these standards. If you have any situation (e.g. disability, LLN) that you think may affect your ability to participate fully, please contact us prior to booking and we can discuss this with you.

5.1. Disability

Participants need to be able to demonstrate the practical components of the course, including 4 minutes of CPR, conducted on the floor.

5.2. Language Literacy and Numeracy (LLN)

All teaching elements online and on the training day are in English only unless stated otherwise. LLN activities involve; Computer use (USI and online pre-course workbook) – please advise if you need assistance, Filling in written forms and multiple choice questions, Listening and viewing teaching information and understanding content, Participating in and demonstrating practical skills, role play scenarios and question and answer sessions.

6. Grievance and Appeals

First Aid Trained have a fair and equitable policy for dealing with complaints regarding final assessment outcomes.

All participants have access to a fair and equitable grievance process. Every effort will be made to encourage participants to express concerns and resolve any issue in a prompt, confidential and professional manner.

- In the event a participant has an issue with a trainer or another participant, we encourage them to speak directly to them to try and resolve the issue by discussion.
- If this is not successful, or if the training program does not permit long discussions, we will ask for the complaint to be submitted in writing to First Aid Trained.
- If requested, an alternate staff member will organize a meeting to discuss the concerns.
- Outcomes will be recorded in writing.
- Each complainant will be consulted if required and First Aid Trained will act on any and all substantiated claims appropriately and swiftly.
- If required, an independent 3rd party will be made available.
- A statement of outcome will be provided to all parties involved.

7. Confidentiality

We value your privacy. All information collected is strictly confidential and used for the purposes of accreditation, training and assessment by First Aid Trained and our partner, Allen's Training Pty Ltd. The information collected may be accessed by Government and or regulatory bodies in context with other applicable laws and or legislations.

End.