RTO PARTICIPANT HANDBOOK

March 2026

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St John WA operates as a Registered Training Organisation (RTO)
National RTO no. 0392
Web: http://training.gov.au

Modification History

New Version	Date	Changes
Version 14	March 2026	Included statement related to diversity and inclusion.
Version 13	August 2025	Document updated to reflect new RTO Standards.
Version 12	Oct 2022	Changed wording of host accompaniment for visitors to align with First Aid Trainers Enterprise Agreement 2021.
Version 11	August 2022	Added the OSH-M08 Visitors Induction Manual requirements and Evacuation Diagrams.
Version 10	March 2022	Late arrivals added to course attendance.
Version 9	Dec 2021	Updated to reflect current compliance and RTO processes.
Version 8	Sept 2019	Format changed and rewritten to include updated compliance and RTO processes.
Version 7	March 2019	Reviewed and updated Privacy Notice, Overseas Students information, statistics and Website links.
Version 6	June 2018	Privacy Notice included.
Version 5	Jan 2018	Insertion of ASQA information.
Version 4	July 2017	Hyperlinks and legislation update.
Version 3	June 2016	To reflect the change to the National Training Complaints Hotline email address.
Version 2	May 2016	Document updated to reflect new RTO processes.
Version 1	July 2015	Document created.

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Introduction

St John Ambulance (Western Australia) Ltd (St John WA) is a Registered Training Organisation (RTO 0392), delivering nationally recognised and industry-leading training across Western Australia.

We are committed to providing quality, compliant and outcome-focused training and assessment in alignment with:

- The National Vocational Education and Training Regulator Act 2011
- The Standards for Registered Training Organisations (RTOs) 2025
- The requirements of relevant Training Packages and Accredited Courses
- The Australian Qualifications Framework (AQF).

The 2025 Standards for RTOs place greater emphasis on learner and industry outcomes, strengthened governance, and clear credential requirements for trainers and assessors. St John WA is proud to align with these Standards to ensure our training produces more confident, capable and skilled first aiders, who can contribute to safer, more resilient communities.

Our courses are nationally accredited, designed with input from medical and technical experts, and regularly updated to reflect evidence-based best practice. By focusing on hands-on, scenario-based learning, we give participants the skills and confidence to apply first aid and emergency care in real-world situations.

This handbook provides essential information to help you make informed decisions about your training, understand your rights and responsibilities, and access the support available to you during your course.

We strongly recommend reading this handbook before course commencement.

For any queries, please contact our Customer Service team on (08) 9334 1233 or feedback@stjohnwa.com.au.

About St John WA

For more than **130 years**, St John WA has been an integral part of the Western Australian community, working to build resilience and provide vital healthcare services. As a **not-for-profit, charitable organisation,** our purpose is to *serve humanity and build resilient communities through relief of sickness, distress, suffering and danger*.

We do this by:

- Making first aid part of everyone's life
- Delivering high-quality, accessible and cost-effective ambulance and health services
- Providing timely, appropriate and equitable access to unscheduled care across WA
- Offering lifesaving education and training to workplaces, schools, and the wider community.

When you choose St John WA for your training, you are not only receiving world-class education but also helping us reinvest into vital community services.

Your support contributes to:

- **The Community First Responder program**, with more than 10,000 AED locations across WA and over 50,000 spontaneous volunteers connected via the **First Responder App**, ensuring lifesaving help reaches people in cardiac arrest in the vital minutes before paramedics arrive.
- **Patient and Community Transport services**, which complete more than 160,000 trips each year, supporting our most vulnerable and isolated community members.
- **Free first aid training sessions** for community groups throughout the state, making lifesaving knowledge more accessible across metropolitan and regional WA.
- **Free in-school first aid training** through the **First Aid Focus program**, helping children feel safe and confident in emergency situations.
- **A health service** that each year, cares for over 405,000 people where they live, work and play, enables 444,000 to access care when it matters most, and helps 217,000 patients avoid ambulance transport - making a vital contribution to WA's wellbeing and economy.

By training with St John WA, you are supporting an organisation that exists for the service of humanity and directly helping to create a safer, more resilient community for all West Australians.

Pre-enrolment Information

St John WA is committed to providing current and relevant course information and support services to prospective participants to enable them to make informed decisions about which course is appropriate, taking into account the individual's existing skills and competencies.

Detailed course information including content, assessment requirements and timeframes for completion of pre learning and face-to-face sessions are available via the St John WA website and the Customer Service Call Centre.

Enrolment Process

All prospective participants are required to complete an enrolment form either online via the St John WA website, via phone or email request through the Customer Service Call Centre or a paper-based version in some regional areas. St John WA assists participants in the enrolment process by providing all relevant information about our courses and services on our website. The Customer Service Call Centre is also available to answer any queries.

Overseas Students

St John WA is not registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), however, the Education Services for Overseas Students (Exempt Courses) Instrument 2021 allows education providers to deliver certain courses to overseas students without a CRICOS registration.

The courses St John WA can deliver to overseas participants are:

Code	Course
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
HLTAID012	Provide First Aid in an education and care setting
HLTAID013	Provide First Aid in remote or isolated site
HLTAID014	Provide Advanced First Aid
HLTAID015	Provide advanced resuscitation and oxygen therapy
HLTAID016	Manage first aid services and resources
HLTSS00068	Occupational First Aid Skill Set

Please see the ESOS Supplementary Courses Fact Sheet for more information:

Education Services for Overseas Students (Exempt Courses) Instrument 2021 - Federal Register of Legislation

Participant Information

At enrolment, the following information is required from each participant:

- Full name (this will appear on your certificate)
- Postal address
- Email address
- Contact phone number
- Any concession card, and
- Unique Student Identifier (USI).

Course Fees, Cancellations, Refunds and Transfers

Course Fees

Information on course fees is available on St John WA website and at regional sub-centres. All fees are payable at enrolment via the St John WA website, Customer Service Call Centre or a regional sub-centre. Course fees can be paid by:

- Cash
- Credit card
- EFT or PayPass
- Cheque or money order, and
- Purchase order.

All cheques or money orders should be made payable to “St John Ambulance Western Australia Ltd”. Payments via invoice or purchase orders are available only by prior arrangement - please contact the Customer Service Call Centre to discuss.

To enquire about course fees in regional areas, please contact the relevant sub centre directly:

St John regional WA contact details

Cancellation Policy

Cancellations and Refunds

- To receive a full refund of course fees, cancellations must be made by contacting St John WA at least 5 business days prior to the commencement of the course.
- Requests to cancel a booked course less than 5 business days prior to the course commencement will not be eligible for a refund of course fees.

Cancellations by St John WA

- St John WA reserves the right to cancel a course at any time.

If a course is cancelled, participants will be notified prior to the scheduled commencement time and offered the option to: Transfer to another available course date, or

Receive a full refund of the course fee paid.

Transfer Policy

- Transfers must be requested by the original booking and payment holder.
- One complimentary transfer to another available class of the same course is permitted per booking, provided the request is made at least 5 business days before the class date.

  For transfers requested within 5 business days of the class date, the following transfer fees will apply:

- $25 for a half day course
- $50 for a full day course
- $100 for a multiple day course

  Transfer fee payment will be required on day of transfer request.
  No transfer will be permitted in cases of non-attendance or late arrival.
  Rebooking will be required, and full course fees will apply.
  A new date must be nominated at the time a transfer is requested.

- The transferred course must be attended and completed within 90 days of the original course commencement date.

- Any transferred public training course that takes place more than 90 days after the originally booked course date will result in forfeiture of the original course fee paid.

- Multiple transfers will not be permitted. Rebooking will be required and full course fees will apply.

St John WA Guarantee

Participants have a right to obtain a refund if St John WA terminates the arrangement early or fails to provide the agreed services. St John WA will notify participants in the event of this occurring.

If a course is cancelled, rescheduled or relocated by St John WA, all liability is limited to the amount for which the course was purchased (including any fees or charges). Unless required by law (including Australian Consumer Law), St John WA will not be liable for any other losses incurred by participants as a result of the cancellation, rescheduling or relocation of any event, including any travel and accommodation expenses, loss of income from work etc.

Participants should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at a course. Participants may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation, rescheduling or relocation.

First Aid Course Bookings Terms and Conditions (please check)

You can access the St John WA terms and conditions via the St John WA website.

In agreeing to the terms and conditions, participants acknowledge that they have also read and fully understand the information provided on:

- Full course code and titles
- Modes of training and assessment
- Course venues
- Pre-enrolment and enrolment requirements
- Education and support services
- Course fees and cancellations
- Complaints and appeals
- Participant rights and obligations.

Privacy and Access to Records

Access to Records

St John WA acknowledges that participants may require access to their records. Records that may be accessed include:

- Enrolment administrative records
- Assessment evidence
- AQF certification issued by (legal name) St John Ambulance (Western Australia) Ltd - RTO ID 0392.

Participants may access a copy of their records by contacting the Customer Service Call Centre. Participant records will not be provided until confirmation of identity.

Privacy

St John WA fully complies with the Australian Privacy Principles.

Privacy Notice

Under the Data Provision Requirements 2012, St John WA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by St John WA for statistical, administrative, regulatory and research purposes. St John WA may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts
- Facilitating statistics and research relating to education, including surveys and data linkage
- Pre-populating RTO participant enrolment forms
- Understanding how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Unique Student Identifier (USI)

From 1 January 2015, participants undertaking nationally recognised training delivered by an RTO in Australia is required to have a Unique Student Identifier (USI). It is highly recommended that you obtain a USI prior to enrolling into a St John WA RTO accredited unit of competency or qualification.

The USI is a reference number made up of ten numbers and letters that:

- Creates a secure online record of all recognised training and qualifications gained in Australia, from all training providers delivering nationally recognised training
- Allow access to personal training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create, and
- Stays with the participant for life.

St John WA cannot under law issue a statement of attainment or qualification testamur without a verified USI.

You can obtain a USI at https://www.usi.gov.au/students/get-a-usi

Change of Details

It is important to provide up-to-date contact details to ensure course related notifications are delivered promptly. When moving address or changing name, notify St John WA of the changes by contacting the Customer Service Call Centre.

Any changes to name must be verified by providing a certified copy, for example of a marriage certificate issued by the Registry of Births, Deaths and Marriages. This must be submitted to St John WA prior to any changes being made.

Credit and Recognition of Prior Learning

Credit Transfer

St John WA recognises the nationally endorsed principles of credit transfer. If you provide valid and sufficient evidence that you have successfully completed a nationally recognised unit of competency with another RTO, St John WA will grant credit for that unit, provided it is listed on our current scope of registration.

Acceptable evidence includes a Statement of Attainment, Record of Results, or Qualification issued by an RTO in accordance with the Australian Qualifications Framework (AQF). Before granting credit, St John WA will seek your consent to authenticate the documentation with the issuing RTO to ensure validity and currency.

Where units are equivalent under the current training package mapping, full credit will be granted. If units are non-equivalent, credit transfer is not applicable; however, you may be able to apply for Recognition of Prior Learning (RPL). For assistance, please contact our Customer Service team.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that identifies and recognises the skills and knowledge you have gained through formal, non-formal, and informal learning.

RPL enables you to receive recognition for existing competencies without having to repeat unnecessary training, saving you time, cost, and effort.

- Formal learning – undertaken through a structured program that leads to a recognised qualification or award (e.g. a certificate, diploma, or degree).
- Non-formal learning – undertaken through structured programs that do not lead to a formal qualification (e.g. in-house professional development or workplace training).
- Informal learning – gained through experience in work, volunteering, social, or personal activities (e.g. skills acquired through years of customer service or community involvement).

Through the RPL process, your evidence is assessed against the requirements of the relevant unit(s) of competency or accredited course. If sufficient and valid evidence is provided, you may achieve full or partial recognition without further training.

To apply for RPL, please contact our qualified staff via the Customer Service team, who will guide you through the process and provide details on required documentation.

Access and Equity

St John WA is committed to creating an inclusive training and education environment free from all forms of discrimination and harassment which enables participants to reach their full potential. St John WA adheres to all anti-discrimination laws and Standards for RTOs 2025 on how we are responsive to individual participant needs.

St John WA provides a non-discriminatory participant application and selection process. We provide a variety of nationally accredited and St John (not nationally accredited) first aid courses, as well as accessible training locations and delivery options so all members of the community have access to quality first aid training.

St John WA provides internal and external support services to participants to successfully complete their training.

Learner Support Services

St John WA acknowledges some participants may require additional support to complete our courses. We offer a range of different education and support services to provide each participant the adequate support they need to successfully complete a St John WA course.

The St John RTO education and support services list is located on the St John WA website and in each regional sub-centre. It provides a comprehensive list of internal and external services participants can access within their area of WA.

Internal services available to participants on request include:

- Mentoring sessions for participants undertaking full qualifications
- IT support to navigate the Learning Management System
- Learning materials in large print
- Consultation with St John WA trainers and assessors
- Reasonable adjustment during assessment, and
- Language, literacy, numeracy and digital support.

St John WA provides participants with a list of local external support services that may assist in a variety of ways. These services may incur a cost to the participant which varies between services providers. St John WA recommends participants contact the appropriate external service prior to booking their course so that St John WA can cater for any additional requirements participants may need.

To book a course that requires additional support services please contact the Customer Service Call Centre.

Training Safety

St John WA is committed to responsible safety management practices and principles to minimise any health and safety impacts. This applies to all employees, volunteers and participants whilst on St John WA premises.

We acknowledge and demonstrate this as an integral part of all associated activities within the scope of our organisation. St John WA adheres to Commonwealth and State occupational health and safety legislation and has an internal occupational safety and health policy. It outlines the primary responsibility of workers and visitors to ensure that they work safely, without risk of injury to themselves, fellow workers/participants and others in the workplace or public.

St John WA training venues are smoke free, although there are designated smoking areas at some locations. The trainer and assessor will advise of those areas at course commencement.

St John WA offers online learning for accredited courses and thus recognises the importance of ergonomics and computer safety (Appendix A).

Emergency Procedures

Each St John WA training venue has different emergency procedures and muster points. At the commencement of each course the trainer and assessor will discuss emergency evacuation procedures specific to that location.

In the event of an emergency, follow the instructions of the trainer and assessor and/or emergency response wardens. Remain at the assembly point, until otherwise instructed.

Participants' general responsibilities when visiting St John WA premises:

- Take reasonable care for their health and safety
- Avoid risking the health and safety of others
- Obey all signage in facilities
- Report all hazards, incidents and near misses to their host/trainer and assessor
- Be reasonably accompanied by their host/trainer and assessor during their visit
    - Visitors must not be left unreasonably unsupervised on St John WA premises
    - Where there is only one St John WA employee at a St John WA premise, the Trainer and Assessor should remain on site
    - For the avoidance of doubt, supervision may be provided by any St John WA First Aid staff member
- Do not enter work areas unless they have permission to do so
- Wear personal Protective Equipment (PPE) as provided by their host/trainer and assessor

Accident, Incidents or Injury

- If any accident, incident or injury occurs when participants are visiting, it must be reported to their host/trainer and assessor at St John WA immediately

Smoking

- St John WA is a smoke free organisation

Evacuation Plans

- Please refer to the relevant evacuation plan for your training centre

St John WA Responsibilities

St John WA is committed to overseeing that the training and assessment environment for our participants is fair, free from harm and discrimination. We believe everyone has a right to learn in a safe environment to reach their maximum potential.

St John WA adheres to Commonwealth and state legislation that governs our operations and provision of quality services to the community. We have developed policies that align to our RTO responsibilities that are located on the St John WA website.

If any participant experiences any issues, personal or training related, that could prevent them from successfully completing their enrolled course, they are encouraged to speak directly to a St John WA staff member.

Participant Responsibilities

Participants attending St John WA courses are responsible for:

- Complying with relevant St John WA policies and applicable state and federal legislation
- Obeying any reasonable instructions aimed at protecting their health and safety and that of others
- Personal conduct and behaving respectfully and appropriately at all times
- Refraining from harassment, offensive language and disruptive behaviour
- Participation and attention whilst the trainer and assessor is delivering the course.

Participants are required to uphold principles of diversity and inclusion and must refrain from any conduct that could constitute vilification or discrimination toward other participants in line with all anti-discrimination laws.

Any person who displays dysfunctional or disruptive behaviour which places anyone in danger or prevents them from learning, may be asked to leave the training venue. If this occurs, the participant in question has the right of appeal through our complaints process. Complaints can be lodged via the St John WA website at https://stjohnwa.com.au/about-us/contact-us/feedback-complaints

Training and Assessment

Delivery Options and Entry Requirements

Flexible Delivery

St John WA offers flexible training delivery options designed to support diverse learner needs and pathways:

- **Blended Delivery** – combines online pre-learning and knowledge quizzes with face-to-face demonstration, practice, and practical assessment.
- **Face-to-Face Delivery** – includes interactive knowledge delivery, paper-based or supervised online quizzes, and a strong focus on hands-on demonstration, practice, and realistic assessment scenarios.

Blended Delivery

Participants complete online pre-learning and a knowledge quiz before attending their practical session. Once course fees are paid, participants receive access to the online participant guide and quiz.

Completion of the pre-learning is required before attending the face-to-face component. During the practical session, trainers and assessors:

- consolidate and clarify knowledge content,
- demonstrate correct techniques, and
- assess participants in realistic workplace and emergency scenarios.

Face-to-Face Delivery

The face-to-face option provides a highly interactive environment where knowledge content and practical skills are delivered together. Trainers and assessors:

- deliver and reinforce course content,
- demonstrate correct skill techniques,
- facilitate supervised practice, and
- conduct assessment in realistic workplace and emergency scenarios.

This option is particularly suitable for new learners with limited or no prior experience.

Entry Requirements

Physical Requirements

All St John WA nationally recognised courses include **hands-on practical components**. Units of competency within the HLTAID training package require participants to demonstrate a level of physical ability to meet assessment evidence requirements.

This includes performing resuscitation and responding to emergencies to a standard that reflects **realistic workplace performance**. These requirements are necessary to ensure the safety of both the participant and the individuals they may assist.

Consistent with the Standards for RTOs 2025 and regulator guidance, St John WA cannot issue a Statement of Attainment where a participant is **unable to demonstrate the required performance standards due to physical limitations**.

Participants who are unable to meet these physical requirements are encouraged to consider enrolling in a **non-accredited St John WA first aid course**, which does not have the same assessment conditions but still provides valuable knowledge and skills.

Age Limit for participants

Age Limits

Following the Australian Resuscitation Council (ARC) guidelines:

- 14–15 years: May attend with parental or appropriate adult supervision. Entry will be denied without supervision.
- 16–17 years: May attend with written parental/guardian consent. Entry will be denied without consent on the day.
- 18 years and above: Considered adults.

The age limit for First Aid for Mental Health is 18 years and above due to content.

Supervision requirements are met for school or community group classes where a teacher or supervisor is present. All trainers hold valid Working with Children Checks.

Minors

Young children cannot be accommodated in training sessions. Parents/guardians must make alternative arrangements due to:

- Lack of crèche facilities.
- Workplace safety considerations.
- Potential health risks.
- Risk of disruption to the learning environment.

Course Attendance

- Late arrivals may not be admitted to class once it has commenced. If entry is denied, the participant will be required to rebook, and full course fees will apply.
- Photo identification is required on the day of the course. Refer to table for accepted forms of identification.
- Participants must be available for the entire duration of the course. If a participant cannot complete an assessment, they must rebook, and full course fees will apply.
- Casual clothing is recommended. Pants, jeans, or shorts are preferred for comfort and safety.
- Participants are strongly encouraged to wear fully enclosed footwear that covers the entire foot, with no open toes or exposed heels. If appropriate footwear is not worn participants will be required to complete a Footwear Waiver Form prior to entry.
- Training Courses involve moderate physical activity, including kneeling and bending. St John does not accept any responsibility for any harm suffered by you as a result of your participation in your training sessions.

Break Time

A 30 minute break is provided. Training centres have kitchen facilities, including fridges and microwaves for your convenience. Tea and coffee is also provided.

Messages

Please call 9334 1233 (for metro) or your local sub centre during office hours for relay of urgent messages to course participants.

Late Attendance

We recommend participants arrive 15 minutes before the class starts to register and prepare for their first aid training. Once the class has started, participants who arrive late may not be able to attend and if so, they will need to rebook their course.

If you need to rebook, please call 9334 1233, and our first aid booking team will assist you with rescheduling your course. Alternatively, please email firstaid@stjohnwa.com.au.

Participant Identification

All participants are required to provide their full name, postal and email addresses when booking onto all St John WA courses.

Participants undertaking the online pre-learning and quiz will receive an email with a link to their St John WA user profile and an allocated logon and personal password. This will give direct access to the St John WA Learning Management System to complete the pre-course requirements. (reword)

All participants enrolled in accredited courses are required to provide photo ID when attending the face-to-face session. If photographic identification cannot be provided, the participant will not be permitted to complete the course.

Participant Guides and Course Equipment

Participants will be issued with course materials and notified of pre-course work where applicable. Please bring a notepad and pen.

All course materials and equipment required to complete our courses are supplied by St John WA.

Please be aware that all St John WA training and assessment materials, documents, equipment, information and resources are fully protected by copyright and relevant registrations.

Trainers and Assessors

At St John WA our trainers and assessors are subject matter experts and hold the necessary qualifications to deliver nationally accredited training. Our trainers and assessors keep their skills and knowledge current with regular exposure to the health industry and attend yearly professional development activities.

Assessment Arrangements

Overview

Assessment tasks vary by course, but all include both **knowledge** and **practical skills** to ensure participants meet the requirements of the relevant unit(s) of competency. Assessment methods may differ depending on the mode of delivery (online and/or face-to-face).

Assessment Methods

Participants may be assessed using one or more of the following:

- Knowledge Assessments
  - Quizzes
  - Case Studies
  - Projects
- Practical Assessments
  - Observation of skills in realistic scenarios or static demonstrations
  - Verbal questioning to confirm underpinning knowledge if required

Trainers and assessors will explain all assessment requirements at the beginning of the course.

Recommended Online Pre-Learning

Whilst it is not currently a mandatory entry requirement, St John WA highly recommends that participants undertaking blended delivery complete the online learning and subsequent assessment knowledge quiz prior to attending the face-to-face component.

Completing the pre-learning in advance supports:

- better preparation for practical activities,
- improved understanding of key concepts, and
- a more effective and efficient learning experience in the classroom.

Submission Requirements

- Participants enrolled in qualifications must complete all assessment tasks and projects within the timeframe provided by their trainer and assessor.
- Partially completed or incomplete submissions will not be accepted and will be returned for re-submission.
- An AQF certificate or Statement of Attainment will only be issued once all required assessments are successfully completed.

Accessing Assessment Information

- Participants undertaking online pre-learning can access assessment requirements when logging into the St John WA Learning Management System (LMS).
- Participants enrolled in face-to-face only courses may contact the Customer Service team to clarify assessment information prior to course commencement.

Plagiarism

Plagiarism is the act of presenting another person's work or ideas as your own, without appropriate acknowledgement.

- St John WA does not accept plagiarism under any circumstances.
- Confirmed plagiarism may result in cancellation of enrolment and loss of fees paid.
- Plagiarism may also constitute a breach of the Copyright Act 1968 (Cth), which can attract legal penalties beyond St John WA policies.

Reasonable Adjustment

Reasonable adjustment refers to actions taken to provide all participants with the same educational opportunities. The determination of 'reasonable' requires judgement that must take into account the impact on St John WA and the need to maintain the integrity of each unit of competency.

All participants are offered reasonable adjustment options to enable them to meet the essential requirements of the course. Reasonable adjustments offered at St John WA include:

- Accessible classrooms
- Note-taking support
- Course material in alternate formats (electronic or large print)
- Extra time or extensions for assessments
- Modified assessment tasks, and/or
- Internal and external support services.

Participants are encouraged to contact the Customer Service Call Centre prior to course commencement or discuss available options on the day with the trainer and assessor.

Assessment Plan

An assessment plan outlines the requirements of the course and ensures that participants understand what is expected prior to assessment.

- For participants completing online assessments, the assessment plan is embedded in the St John WA Learning Management System (LMS), which clearly displays assessment information and requirements.
- For participants attending face-to-face courses only, a paper-based assessment plan is provided. This must be read, discussed, and signed by both the participant and the trainer/assessor before assessment commences.

Each assessment plan:

- is discussed and agreed with the participant before assessment begins,
- identifies the accredited course code and title,
- is completed individually by each participant, and
- is signed and dated by both the participant and the assessor.

Online Learning and Assessments

- Where applicable, access to online learning and assessments will be emailed after enrolment.
- Completing the online learning before attending the practical class is strongly recommended.
- If online assessments are not completed within **120 days** of the course commencement date, the enrolment will be suspended. Rebooking into a new course will be required and full course fees will apply.

Assessment Outcomes

Assessment outcomes are recorded using nationally consistent terminology:

- For individual assessment tasks:
  - **Satisfactory (S)** – the requirements for the task are met.
  - **Not Satisfactory (NS)** – the requirements for the task are not met.
- For the overall unit/course outcome:
  - **Competent (C)** – all requirements for the unit(s) of competency have been met.
  - **Not Yet Competent (NYC)** – the requirements for the unit(s) of competency have not been fully met.

Attempts

- Participants are given up to **three (3) attempts** at each assessment activity during the course.
- If a participant does not achieve a *Satisfactory* outcome after their second attempt, they will be recorded as *Not Satisfactory* for that activity.
- The final course outcome will only be deemed **Competent** once all assessment tasks across knowledge and skills have been assessed as *Satisfactory*.

Competence is determined by:

- assessment against the full requirements of the unit(s) of competency,
- observation over a period of time and across a range of contexts and scenarios, and
- successful demonstration of all required knowledge and skills.

Re-Assessment

- If a participant receives a *Not Yet Competent* outcome, they are entitled to **one (1) re-assessment opportunity** at no cost, within six (6) weeks of the original course date.
- Re-assessment will only cover the specific skills or knowledge areas where the participant was previously assessed as *Not Satisfactory*.
- Two (2) attempts are permitted during this re-assessment.

If the re-assessment outcome remains *Not Satisfactory*, the overall course result will be **Not Yet Competent (NYC)**. The participant will be required to **re-enrol in a new course** and pay the full course fee.

Course Extension Requests

Participates enrolled in accredited short courses (single units of competency) beyond 120 days from course commencement may request an extension in serious and exceptional circumstances which are beyond their control. In such events the participant should either call the Customer Service Call Centre on 9334 1233 or call the regional sub-centre to discuss the matter immediately.

Alternatively, if this occurs whilst at the course, the trainer and assessor must be advised immediately and arrangements made to complete the course at another time. Supporting documentation will be required to support the extension request in these circumstances (for example a medical certificate or statutory declaration).

Participants enrolled in qualifications may request an extension if they are unable to complete the course within the twelve (12) month time frame. A course extension for a maximum of six (6) months may be granted without incurring additional fees.

These participants are required to submit a formal request in writing to the trainer and assessor within sufficient time prior to the end of the twelve (12) month time frame for a decision to be made. Subsequent requests for an extension will not be granted and participants will be required to re-enrol and pay course fees.

Participants who do not complete all the requirements of the qualification within the twelve (12) month time frame and have not applied for an extension, will have their enrolment treated as expired.

Certification

- A Statement of Attainment (Certificate) will be issued upon successful completion of an accredited course.
- A valid Unique Student Identifier (USI) must be provided and verified for certificate issuance. Certificates cannot be issued without a verified USI.
- For more information and to create a USI, visit www.usi.gov.au.
- Certificates cannot be issued without a verified USI.
- A $15 fee applies for hard copy certificate reprints.

Feedback

St John WA regularly collects statistical information to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our participants, clients and staff concerning educational and service improvements or changes to our existing training and client services.

Feedback can be provided at conclusion of the course through the link emailed to participants or on the St John WA website.

Complaints and Appeals

Complaints

St John WA is committed to thoroughly investigating any complaints and appeals and providing a response in the shortest possible timeframe.

Should a participant wish to lodge a complaint relating to training delivery, course conduct, conflicts or general grievance, they are encouraged to discuss the issue first with their trainer and assessor. If they are unable to resolve the issue, the complaint will be forwarded to their line manager who will commence the complaint investigation process. Our Client Success Manager or an Investigator will be in touch. Alternatively, participants may lodge a complaint directly via the St John WA website https://stjohnwa.com.au/about-us/contact-us/feedback-complaints.

Within five (5) working days of receiving a complaint or appeal, St John WA will send an acknowledgement to the complainant. The complaint or appeal will be investigated, and the complainant will be advised in writing of the outcome within thirty (30) working days.

Appeals

Complaint Outcome Appeals

If the participant is not satisfied with the complaint investigation outcome, they can appeal by communicating this to the Client Success Manager who will reopen the investigation process.

Assessment Decision Appeals

Should a participant wish to appeal an assessment decision, they are encouraged to discuss this with their trainer and assessor. If they are unable to resolve the issue, the participant should submit the appeal formally in writing for investigation. Alternatively, participants may lodge an appeal directly via the St John WA website https://stjohnwa.com.au/about-us/contact-us/feedback-complaints.

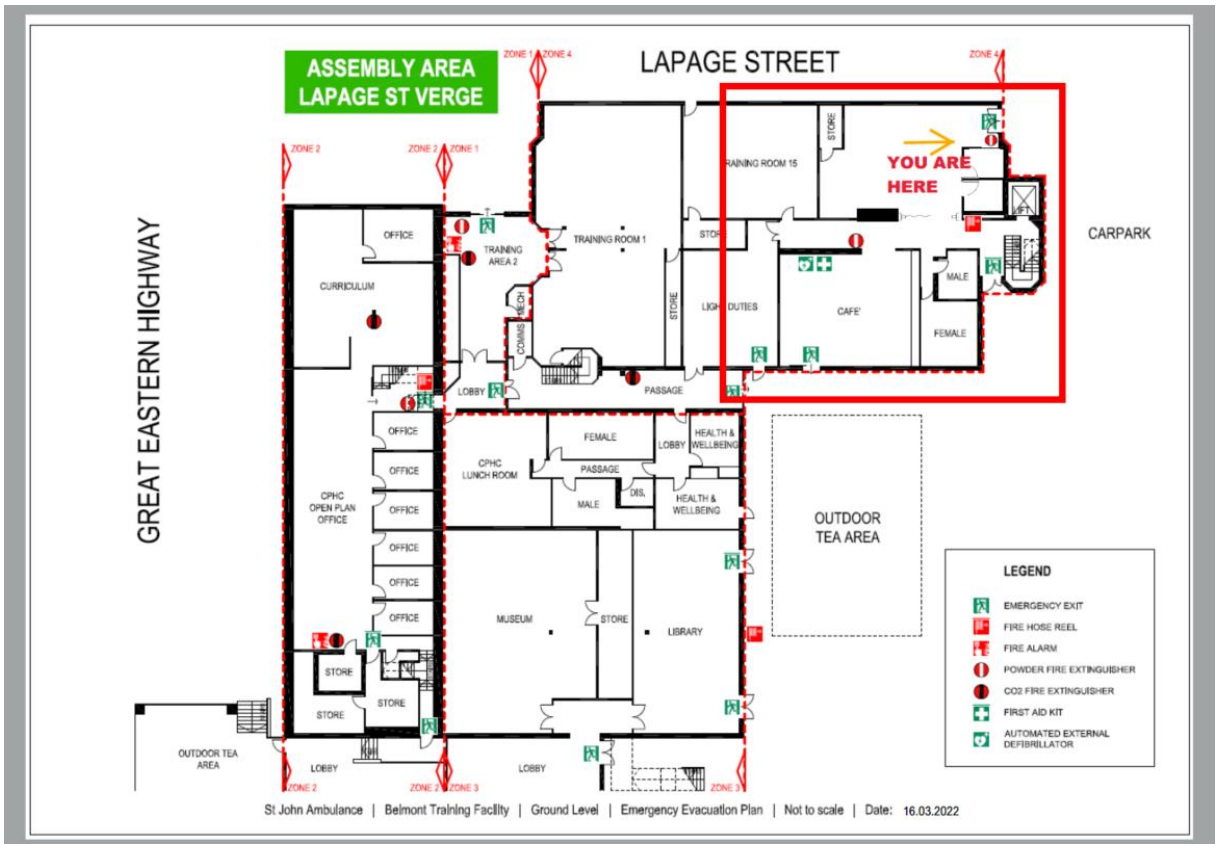
No Resolution Reached

If a resolution is not reached via the St John RTO complaints and appeals process, the participant may contact the National Training Complaints Hotline on 13 38 73 (Monday to Friday 8am to 6pm) or email: skilling@education.gov.au for an independent review.

Alternatively, they may request that an independent arbitrator be appointed to review the complaint or appeal decision provided. This should be provided in writing to the Customer Experience Manager.

For more details on the St John WA complaints and appeals policy, please see the St John RTO Policy Complaints and Appeals: https://stjohnwa.com.au/first-aid-training/policies-and-standards-for-rtos

St John Ambulance Great Eastern Hwy



For evacuation diagrams of other training venues, please email Customer Contact Centre at firstaid@stjohnwa.com.au.

Appendix A

Ergonomics

St John WA offers online learning for accredited courses and thus recognises the importance of ergonomics and computer safety. St John WA is aware of the risks associated with the interaction and utilisation of workspaces and associated equipment. Before beginning any computer use ensure the following:

Chair:

- Position the height so the user's feet are flat on the ground and thighs are parallel with the floor
- Lumbar support should be positioned in the curve of the lower back so that the upper back is supported
- Seat pan depth should be large enough to support the user's thigh length. The distance between the knee crease and front seat pan edge should be 3-4 fingers.

Desk:

- Forearms are positioned so they are parallel to the desk (and floor) and elbows are at the same height as the forearm and hand.

Screen:

- Sit tall and look straight ahead with eyes in line with the top third of the screen
- Position at a comfortable reading distance with a clean screen
- Arrange the screen in a position to minimise glare and harsh reflections.

Keyboard:

- Ensure nose and toes point in the same direction
- Position keyboard approximately 10cm from the desk edge or a position so the forearms are partially supported by the desk
- Letters G and H on the keyboard line up with the centre of the body
- Wrists are not bent sideways or downwards.

Mouse:

- Keep the elbow comfortable by the side of the body.