TERMS AND CONDITIONS

St John WA Private First Aid Course Bookings

Class Attendance

- 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.
- **Photo identification** is required on the day of the course. Refer to table for accepted forms of identification.
- **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.
- **Late arrivals** will not be permitted to join the class once formal delivery and/or assessment has commenced. If a participant is refused entry due to lateness, they will be required to rebook. Where no alternative private class is scheduled by the organisation, the participant may need to attend a public course instead. In such cases, full course fees will apply.
- Training Courses involve **moderate physical activity**, including kneeling and bending. St John does not accept any responsibility for any harm or injury suffered by the participant as a result of participation in your training sessions.

Transfers & Cancellations

Transfer Policy

- Transfers to another available course date must be submitted **in writing** and will be managed according to the notice provided:
    - **No fee**: Requests received **10 or more business days** before the class date.
    - **50% of the course fee**: Requests received **less than 10 business days** before the class date.
- **New date** must be nominated at the time of transfer.
- **Participant substitutions** may be made **up to 2 business days** before the class.
- Exceptions may apply in accordance with a **customer service agreement** with St John WA.

Cancellation Policy

- **Full refund**: If the cancellation request is received **10 or more business days** prior to the class.
- **50% of the course fee refund**: If the request is received **between 5 and 9 business days** prior to the class.
- **No refund**: For cancellations made **less than 5 business days** before the class.
- All cancellation requests must be **submitted in writing**.

Exceptional Circumstances

Requests to waive cancellation or transfer fees due to exceptional reasons (e.g., medical emergencies, bereavement) will be reviewed on a **case-by-case basis** and must be supported by relevant documentation.

Pricing and Payment

- All course prices are current as at time of booking or quote and are **subject to change without notice**.
- Course pricing is based on the class date, not the booking date.
- **Payment terms** are strictly **30 days from invoice date** or as agreed with St John WA.
- Invoicing will be based on the greater of the following:
  (a) the minimum number of participants agreed upon in writing; or
  (b) the actual number of participants enrolled at the time-of-service delivery.

- Invoices will reflect the **minimum number of participants**, regardless of lower actual attendance, unless prior written approval is obtained from St John WA.

Additional Fees (GST Inclusive)

- **Parking not provided**: $50.00/day or $30.00/half-day
- **Weekend delivery**: $200.00/day or $100.00/half-day
- **Public Holiday rate**: $400.00/day or $200.00/half-day
- **Site inductions**: Charged at $70 per hour
- **Additional content**: Charged at $70 per hour
- **Split sessions**: $150.00 per course

Regional Delivery

- Where St John WA does not have a residential-based trainer available in the requested location, the client agrees to cover all reasonable travel-related expenses incurred by St John WA to facilitate training delivery. This includes, but is not limited to:
- Return airfares
- Accommodation and meals
- Car hire and fuel
- Freight of training resources (if not available from the local St John location)
- Travel to and from the locations (e.g. flights duration or driving time)
- Trainer Travel Time Charges - Time spent in transit by the Trainer will be charged at a rate of $70 per hour. Travel time is calculated from the Trainer's point of departure to the training location and return.

Training Venue

- The client must ensure the training venue provides a minimum of 2 square metres of space per participant. The floor must be carpeted or have appropriate protective covering. Venues with concrete, vinyl, or hardwood flooring are not suitable and will not be accepted.
- Clients must ensure that the training area is free from furniture, other than one chair per participant.
- If unsuitable, a **St John WA centre location** may be used at no additional cost (availability permitting).
- Trainers will arrive **45 minutes prior** to class commencement, the client must have a representative onsite to provide the trainer with access to the building at the agreed time.
- **Course duration is a requirement of the Registered Training Organisation (RTO)** and cannot be shortened. Skipping breaks or compressing delivery time to reduce course hours is not permitted.

Courier Policy

- Training kits are delivered **one business day prior** and collected **one business day after** the course (metro courses only).
- Clients must ensure a representative is available. Failure to do so may incur a **$100 fee**.
- **Direct courier** options available at **$100** if specific delivery/pick-up time is required.

Online Learning

- If applicable, online learning access details will be sent via email after enrolment.
- Completing online learning **prior to the class date is strongly recommended**.

If online assessments are not completed within **120 days of the commencement date**, the enrolment will be suspended. Rebooking will be required and full course fees will apply.

Certificates and USI

- Certificates (Statements of Attainment) are issued to the participant upon successful course completion and will be available to download via the online learning portal
- A **verified USI** is required for certificate issuance. If a participant does not currently have one, they will be required to obtain one from www.usi.gov.au.
- **$15 fee** applies for reprints or hard copy requests.

Public Liability

- The client may be required to provide a current Public Liability Insurance Certificate of Currency at the time of booking.
- St John WA will provide a copy of its current Public Liability Insurance Certificate of Currency upon request.

Limitation of Liability

- If a course is cancelled or rescheduled by St John WA, liability is limited to the value of the course fee paid.
- St John WA is not responsible for **indirect losses**, including travel, accommodation, or income. Clients are advised to consider **relevant insurance**.

Age Requirements

Following the Australian Resuscitation Council (ARC) guidelines, the following age requirements apply:

- **18 years and above:** May attend without parent/guardian consent or adult supervision.
- **16–17 years:** May attend independently with parent/guardian consent, or with a parent/guardian or appropriate adult supervisor for the full course. Entry may be denied if consent or supervision cannot be confirmed.
- **14–15 years:** Must attend with a parent/guardian or appropriate adult supervisor for the full course. Consent alone is not sufficient. Entry may be denied if supervision is not present.
- **Under 14 years:** Not permitted to attend unless approved by St John WA before the course.

- **First Aid for Mental Health:** Students must be 18 years or above due to course content.

An appropriate adult supervisor may include a parent, guardian, adult family member, teacher, school representative, workplace supervisor, employer representative, or another responsible adult connected to the booking.

For school, workplace, private or group bookings, the booking organisation is responsible for ensuring students are authorised to attend and that any required consent, supervision and emergency contact arrangements are in place.

If a student is denied entry because they do not meet the age, consent or supervision requirements, the student, parent/guardian or booking organisation remains responsible for transport, collection, supervision and rebooking arrangements.

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

Delays to Course Start Time

Delays to course commencement caused by any of the following on the day of the course may incur additional charges:

- Late arrival of participants
- Misplacement of course equipment
- Changes to room or venue access
- Any other circumstance resulting in delay not caused by St John WA

In such cases, the following charges will apply:

- **$120 for the first hour** of delay
- **$60 for each additional 30 minutes** (or part thereof)

Charges will be added to the final invoice.

Pre-Requisites

For courses with stated pre-requisites, participants must provide evidence of meeting the pre-requisite prior to the course commencement date. Failure to provide the required documentation may result in refusal of entry to the course. In such cases, participants will need to **rebook** and full course fees will apply.

Participant Declaration

By enrolling, participants confirm they have read and accepted these terms including:

- Course codes, venues, and content
- Modes of delivery and assessment
- Fees, transfers, and cancellation policy
- Education and support services
- Complaints and appeals process
- Participant rights and obligations
- Consent to their Certificate being shared with their employer by St John WA.
- Third-party involvement (if applicable)

Identification Options

Identification Options (One piece required)
Australian Driver's Licence
Western Australian Photo Card
Passport
Evidence of Immigration Status (ImmiCard)
Working with Children Check
Government Employee Photo ID
Written Reference or Identification Letter
Student Photo ID Card
Prisoners in Corrective Services Custody Photo ID Card
Secondary or Tertiary Student Card

Alternate Identification Options (Two piece's required)
Birth Certificate
Citizenship Certificate
Unique Student Identifier (USI)
WorkSafe High Risk Licence
Credit or Debit Card
Medicare Card
Utility Account
Rental Lease Agreement
Letter from a School or Government Agency
Property Rates or Utilities Notice
MyGov ID or Service WA Certificate