

St John Ambulance Australia (NSW) Code of Practice



Code of Practice

St John Ambulance Australia (NSW) will ensure that qualified and experienced trainers are used to conduct all training courses. Trainers will present approved course material to meet the appropriate standards. Assessments will be conducted in a fair, objective and consistent manner to determine a person's level of competency. Course content and learning outcomes will vary according to the course type and duration. If required, this information may be obtained by contacting our Customer Service Section.

Workplace Health and Safety

St John Ambulance Australia (NSW) has a responsibility to provide a safe and healthy environment for their employees, customers and visitors. Under the Occupational Health and Safety Act 2000 course participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner
- Following instructions provided for safety
- Not putting themselves or anyone else at risk
- Reporting an injury/illness or "near miss" to an appropriate person.

Privacy Policy

Your privacy is respected by St John Ambulance Australia. Information provided may be used in course administration and provided to training staff. You will normally be reminded when your current certificate expires and may also be provided with information about other St John Ambulance Australia services. If you do not want to receive this information, or have privacy concerns or would like to verify information held about you, please contact the Privacy Officer on (02) 9212 1088 or email to customer_service@stjohnnsw.com.au.

Enrolment Conditions

Access to all courses is subject to:

- Availability of classes
- Sufficient enrolments in the class
- Course entry requirements being met.

Flexible Delivery

St John Ambulance Australia (NSW) will offer flexible delivery including:

- Alternative course times, dates and modes of delivery
- A second assessment of competencies which were not achieved at the first assessment
- Client support arrangements for persons with language or literacy difficulties can be negotiated prior to the commencement of the course.

Assessment

Assessments will be conducted in accordance with Australian Quality Training Framework (AQTF) Standards as required by Registered Training Organisations. Trainers will inform participants of assessment requirements and procedures at the beginning of each program. Details on assessment are also available by contacting our Customer Service section on 1300 360 455. Any appeal related to assessment must be lodged within five (5) days of course completion.

Access and Equity

St John Ambulance Australia (NSW) actively encourages the participation of a cross section of the community. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community. All persons must successfully demonstrate the required competencies to receive a first aid certificate. If a person is unable to physically do this a Letter of Attendance will be given.

Refund Policy

A full refund of fees paid will be given if:

- St John Ambulance Australia (NSW) cancels a class
- The course participant/organisation gives notice in writing that they will not be attending the class, fourteen (14) days before the commencement date for that class.

A 50% refund on fees paid will be given when a course participant/organisation withdraws from the class within fourteen (14) days of the commencement date. No refund will be given after the class has commenced.

To request a refund, a course participant/organisation should apply in writing to St John Ambulance Australia at the centre where the booking was made, stating the amount sought and the reason why the refund should be made. A copy of the receipt for the amount paid must accompany the request. Refunds will not be made to any party other than the person/organisation making the original payment. All transfers may incur a \$20 transfer fee.

All courses must be completed within (3) months of the original booking date. No refunds or transfers will be made after this date.

Recognition of Prior Learning

St John Ambulance Australia (NSW) recognises first aid qualifications or certificates issued by other Registered Training Organisations (RTO) or WorkCover Authority of NSW approved training providers for the certificate's remaining period of currency. Current qualifications issued by St John Ambulance or the above organisations in Senior and Occupational First Aid will allow entry into Senior and Occupational Recertification courses, which are shorter in duration.

Grievances

Customers have the right to seek redress if they feel they have cause for complaint or have been unfairly treated by St John Ambulance Australia (NSW).

The procedure to follow is:

- Discuss the grievance with the Trainer of the first aid course

If the resolution is unsatisfactory or requires further action:

- Send the grievance, in writing, to the General Manager (Training).

All grievances/complaints are attended to through our Quality System for Continual Improvement. Notification of the outcome will be given.

Client Conduct

While in attendance at St John Ambulance Australia (NSW) courses, participants are expected to behave in a courteous manner at all times. In the event a client exhibits behaviour which is disruptive, inappropriate or disturbing to other course participants and/or the trainer, disciplinary action will be implemented in accordance with our Client Conflict Resolution Procedure. Failure to behave in an appropriate manner may result in a participant's expulsion from current and/or future programs.

Advertising Policy

Our privacy policy ensures that written permission is obtained from course participants before any information about them is used in any marketing or promotional material.