



CODE OF PRACTICE

St John Ambulance Australia (Western Australia) Inc. (St John) via The College of Pre-Hospital Care (The College) will provide quality training and assessment to employees, volunteers and members of the public in accordance with its responsibilities as a Registered Training Organisation. It shall be responsive to customer needs, equitable, and accessible to all persons. Qualifications will be issued in accordance with the Australian Qualifications Framework.

TRAINING DELIVERY

The College will deliver nationally recognised and customised training. Information-based sessions will be conducted in appropriate training facilities using a variety of training aids and methods. Skills-based sessions will be delivered in a safe, simulated environment, using equipment and procedures encountered in real life situations.

Participants will be provided with all necessary learning resources, or have the opportunity to purchase optional materials. Some resources will be available in electronic formats. Participants are encouraged to learn at their own pace and reasonable assistance will be offered where necessary to accommodate special needs.

The College will provide competent, appropriately qualified Trainers and Assessors to conduct training and assessment. Trainers and Assessors hold nationally recognised qualifications and maintain competence in the subjects they deliver and assess.

ASSESSMENT

The College offers an assessment opportunity before, during and after training has occurred. Competence is recognised using an open, supportive process that ensures participants are aware of the precise requirements of their assessment. Participants may request additional support to achieve competence. Where possible The College will endeavour to provide support to students who have special needs. In all instances, assessors will follow the principles of assessment, which include validity, reliability, fairness and flexibility.

Qualified Trainers / Assessors are used to conduct assessments. They have current competence in the subject areas they assess. Skills assessments are based on typical events, which are simulated by providing safe, controlled scenarios for students to demonstrate their skills. To assess knowledge, students are questioned and their written or verbal answers are compared to the required standard.

Students are deemed “competent” when they can consistently demonstrate and/or explain their skills and knowledge to the standard required.

All achievements are recorded and qualifications awarded as each training program is completed. A participant may request a copy of their training or achievement record at any time.

FLEXIBLE LEARNING AND ASSESSMENT

Students experiencing difficulties associated with attending classes or assessment sessions should discuss their problems with the trainer of the course so that alternative arrangements can be made. The College will undertake reasonable efforts to ensure that students are provided with flexible options for learning and/or assessment where it is not possible for the student to comply with the normal course requirements.

LEARNER RIGHTS AND RESPONSIBILITIES

Learners have the right to a learning environment characterized by mutual respect and equal opportunity. Learners have the responsibility not to engage in behaviour that a reasonable person should reasonably know is unsafe or inappropriate.

QUALIFICATIONS

Courses conducted by St John via The College will be aligned to the relevant Unit/s of Competency within National Training Packages. Where these are not available accredited courses will be delivered. Where non-accredited courses are delivered a St John certificate will be awarded.

Further information on all courses delivered by St John via The College can be located in the Curriculum Department, St John Ambulance Australia (Western Australia) Inc. 209 Great Eastern Highway, Belmont WA 6104.

ACCESS AND EQUITY

St John via The College will ensure that a cross-section of the community have equitable access to involvement in, and the benefits of, training and assessment. This is achieved through non-discriminatory student selection procedures, allowing access for all members of the community.

LEARNER SUPPORT

Students with special needs, a language or literacy difficulty should inform the enrolment or training staff so that appropriate assistance can be provided. Students with any other difficulty during the course should in the first instance seek assistance from the trainer conducting the course. Failing satisfactory resolution of the problem, the Training Manager should be approached.

COMPLAINTS AND APPEALS

All participants in any training or assessment activity conducted by St John have the right to seek redress if they believe that they have been treated unfairly or if they are not satisfied with any process of the training or assessment activity. The College has a formal complaints and appeals procedure as follows:

- Firstly – the matter is discussed with the trainer of the course.
- Failing satisfactory resolution of the matter, the participant will have the right to lodge a written complaint or appeal with the appropriate Training Manager. This must be lodged within three months of completion of the relevant course.
- If the participant is dissatisfied with the response to their complaint or appeal, they have a right to appeal against the decision and if necessary, discuss the matter with the Business Services Director or Ambulance Service Director.

The Director, or the Complainant, may request the matter be dealt with by the Assessment Panel for resolution.

SKILLS RECOGNITION

Participants may apply for skills recognition. This is the process of gaining formal recognition for previous training, knowledge and/or skills gained through other means such as on-the-job experience or everyday life. These skills and knowledge are measured against the accredited course requirements where St John via The College has been registered to deliver and assess the particular competencies.

Further information on the Skills Recognition process is available from the First Aid Services and Training, St John Ambulance Australia (Western Australia) Inc. 209 Great Eastern Highway, Belmont WA 6104.

MUTUAL RECOGNITION

St John via The College recognises Australian Qualifications Framework Qualifications and Statements of Attainment issued by any other Registered Training Organisation. Course participants should apply in writing on enrolment, for recognition based on certificates issued by other Registered Training Organisations. Certified copies of original certificates must be attached to the application which is assessed by the Curriculum Department of St John.

ADVERTISING

St John via The College will ensure that written permission is obtained from any client or course participant before any information about them is used in any marketing/promotional material. Existing legislation, which is reflected in our Privacy Policy, further protects the privacy of clients and course participants.

PRIVACY

St John respects your privacy.

Personal information provided to us will be used in course administration and may be provided to training staff. We may also provide records of your first aid training certification to your employer where they have paid for the course, if requested to do so. Your personal information will not be used for any purpose outside the Privacy Act guidelines. If you have privacy concerns or would like to verify information held about you, please contact our Privacy Officer on (08) 9334 1222.

ENROLMENT AND FEES

Access to all Units of competence within courses offered are subject to:

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

Course fees are payable in advance (unless prior arrangements have been made)

All cheques are made payable to St John Ambulance Australia (Western Australia) Inc.

St John reserves the right to determine the course fees payable. For information on course fees, contact your nearest St John office.

Concession Rates are available to full time students, the unemployed and pensioners. We require a copy of the full time student's card/student enrolment advice, Health care card or signed unemployment authorisation from Centrelink, Pension or Senior Citizens Card.

REFUNDS

A full refund of all fees paid will be given if:

St John cancels a course.

If written advice is received a minimum of ten (10) working days before the commencement date for that course that the participant will not be attending the course.

A 75% refund on fees paid will be given for cancellations received in writing between five (5) and nine (9) working days prior to course commencement.

No refund can be made for cancellations received in writing less than five (5) working days before course commencement. This cancellation is inclusive of GST.

Substitute nominations are welcome at no extra charge.

Bookings can be transferred to another time at no cost when we are advised at least five (5) working days before the commencement of the course.

A fee of \$27.50 (inc. GST) applies to transfer a booking to another time when we are advised less than five (5) working days before the course commencement date. Please be aware that you are unable to transfer your booking on the day of the course.

Senior First Aid (Flexible Learning) Participants please be aware that if you cancel your booking, a 50% refund will be made for cancellations received in writing a minimum of 5 working days before the start of the practical session.

To request a refund, a participant should apply by writing to St John at the Centre where the booking was made, simply 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.

OCCUPATIONAL SAFETY AND HEALTH

St John Ambulance Australia WA complies with all relevant legislation governing Occupational Safety and Health to ensure it meets its responsibilities in providing a safe and healthy environment for its employees, students and visitors. Under the governing Occupational Safety and Health Act 1984, employees and students also have certain responsibilities. These include:

- undertaking activities in a safe manner
- following instructions which are provided for safety
- not putting themselves or anyone else at risk
- reporting an illness/injury or a "near miss" to an appropriate person.

ANTI-DISCRIMINATION AND WORKPLACE HARASSMENT

St John Ambulance Australia WA , The College of Pre-Hospital Care via The Human Resources Section has established a policy in recognition of its commitment to the elimination of these practices in education and employment and its obligations under State and Commonwealth equal opportunity and anti-discrimination legislation. The College is committed to providing an environment where students and staff are able to work and study effectively, without fear of discrimination and harassment.

If you believe that you have experienced discrimination or harassment you may seek redress through the Complaints, Grievances and Appeals procedure.