

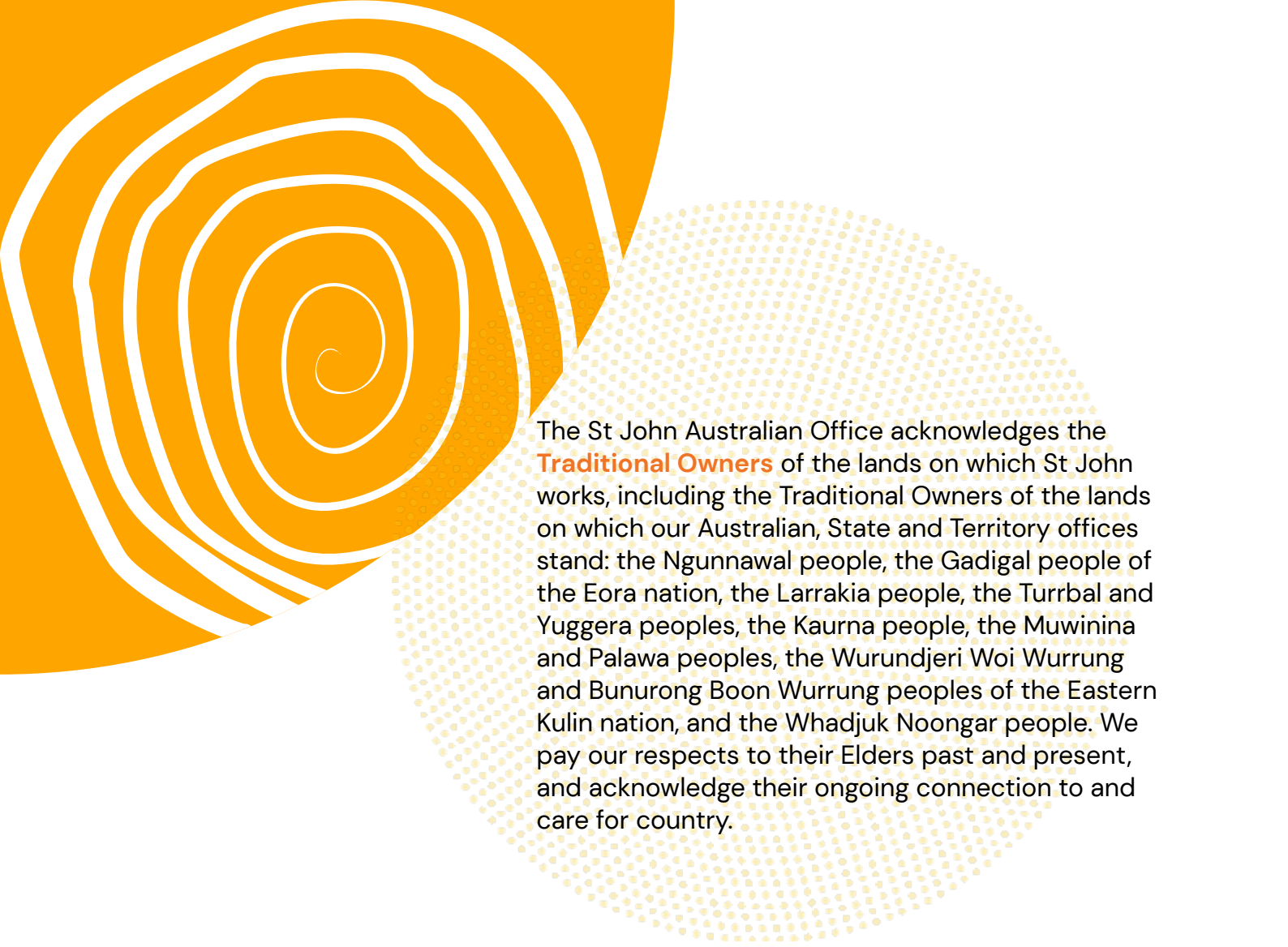


St John

PARTICIPANT HANDBOOK 2023

St John Ambulance Australia Ltd
RTO 88041

Delivering professional training in nationally recognised qualifications, accredited courses, and units of competency.



The St John Australian Office acknowledges the **Traditional Owners** of the lands on which St John works, including the Traditional Owners of the lands on which our Australian, State and Territory offices stand: the Ngunnawal people, the Gadigal people of the Eora nation, the Larrakia people, the Turrbal and Yuggera peoples, the Kurna people, the Muwinina and Palawa peoples, the Wurundjeri Woi Wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin nation, and the Whadjuk Noongar people. We pay our respects to their Elders past and present, and acknowledge their ongoing connection to and care for country.

TERMS USED IN THIS DOCUMENT

AQF	Australian Qualifications Framework www.aqf.edu.au/
ASQA	Australian Skills Quality Authority (Federal regulator) www.asqa.gov.au/
AVETMISS	the Australian Vocational Education and Training Management Information Statistical Standard (the Standard) www.ncver.edu.au/rto-hub/what-is-avetmiss
DEWR	Department of Employment and Workplace Relations www.dewr.gov.au/
NVETR Act	<i>National Vocational Education and Training Regulator Act 2011</i>
NCVER	National Centre for Vocational Education Research www.ncver.edu.au/
RTO	Registered Training Organisation
St John	St John Ambulance Australia Ltd, the RTO www.stjohn.org.au/
SRT0	<i>Standards for Registered Training Organisations (RTOs) 2015</i> (ASQA; Federal legislation) www.legislation.gov.au/Details/F2019C00503
STA	State Training Authority (Commonwealth State or Territory training authority) www.ivet.com.au/a/299.html
S/Ts	St John State and Territory partners
USI	Australian Government Unique Student Identifier www.usi.gov.au/
VET	Vocational Education and Training www.asqa.gov.au/about/vet-sector

CONTENTS

Contact details	iv
Welcome to St John Ambulance Australia Ltd	1
About St John Ambulance in Australia	2
Values	2
Objectives	2
Mission	2
Code of Practice	3
Courses	4
Delivery methods	5
Terms and conditions	6
Enrolment	6
Contract arrangements	7
Entry requirements	8
Language, Literacy and Numeracy	8
Unique Student Identifier (USI)	9
Attendance	11
Fees, charges and refunds	11
Participant support	12
Participant feedback	12
Participant Code of Conduct	13
Nature of Guarantee	13
Assessment	14
Assessment pathways	14
Assessment arrangements	16
Reasonable adjustment	17
Recognition of Prior Learning and Credit Transfer	17
Plagiarism	19
Policies and procedures	20
Legislation and standards	20
Access and equity	21
Privacy and confidentiality	22
Complaints and appeals	25
Issuing of certification documents	28
Work health and safety	28

CONTACT DETAILS



ST JOHN AMBULANCE AUSTRALIA LTD, NATIONAL OFFICE (RTO 88041)

address 10–12 Champion Street, Deakin ACT 2600
PO Box 292, Deakin West ACT 2600

office hours Monday to Friday, 9:00 am to 5:00 pm

phone (02) 6295 3777 or 1300 ST JOHN (785 646)

email National Training and Development Manager training@stjohn.org.au
National RTO Compliance Manager rto@stjohn.org.au

website www.stjohn.org.au or refer to your State or Territory St John website (below).

OUR PARTNERS

St John Ambulance Australia's nationally recognised and accredited courses may be delivered by way of agreement with other organisations (for example, with our St John State and Territory partners). These partners are authorised to deliver nationally recognised and accredited training on behalf of St John Ambulance Australia Ltd (RTO 88041).

Australian Capital Territory

[http://www.stjohnact.com.au/
coursebookings@stjohnact.com.au](http://www.stjohnact.com.au/coursebookings@stjohnact.com.au)
1300 785 646 | (02) 6282 2399

New South Wales

[http://www.stjohnnsw.com.au/
customer.service@stjohnnsw.com.au](http://www.stjohnnsw.com.au/customer.service@stjohnnsw.com.au)
1300 785 646 | (02) 9745 8888

Northern Territory

[http://www.stjohnnt.org.au/
training@stjohnnt.asn.au](http://www.stjohnnt.org.au/training@stjohnnt.asn.au)
1300 785 646 | (08) 8922 6200

Queensland

[https://www.stjohnqld.com.au/
enquiries@stjohnqld.com.au](https://www.stjohnqld.com.au/enquiries@stjohnqld.com.au)
1300 785 646 | (07) 3632 9946

South Australia

[http://www.stjohnsa.com.au/
courses@stjohnsa.com.au](http://www.stjohnsa.com.au/courses@stjohnsa.com.au)
1300 785 646 | (08) 8306 6999

Tasmania

[http://www.stjohntas.org.au/
tasmania@stjohntas.org.au](http://www.stjohntas.org.au/tasmania@stjohntas.org.au)
1300 785 646 | (03) 6271 0333

Victoria

[http://www.stjohnvic.com.au/
customer.service@stjohnvic.com.au](http://www.stjohnvic.com.au/customer.service@stjohnvic.com.au)
1300 785 646 | (03) 8588 8588

ARE YOU IN WESTERN AUSTRALIA?

If you want to undertake a nationally recognised or accredited course in Western Australia, St John WA (RTO 0392) may be able to help you.

<https://stjohnwa.com.au/first-aid-training>
firstaid@stjohnwa.com.au
(08) 9334 1233

WELCOME TO ST JOHN AMBULANCE AUSTRALIA LTD

Thank you for choosing St John Ambulance Australia Ltd (St John) for your training. St John is a registered training organisation (RTO 88041) delivering nationally recognised qualifications, accredited courses, and units of competency.

We are committed to delivering training in a professional manner that meets the needs of businesses, communities, and individuals. St John also believes that the best way to learn is through experience. So our courses include practical training in simulated environments that reflect current industry standards.

We hope you enjoy your course, that your time with St John is productive, and you achieve your goals.

ABOUT THE HANDBOOK

The *Participant Handbook* contains information about St John Ambulance Australia's philosophy, policies and procedures. These are relevant to participation in nationally recognised and accredited training offered by our organisation.

The *Handbook* also outlines the training, assessment and support services we will provide when you enrol in a course with us. It also highlights your obligations as a participant when undertaking training.

Please take the time to read the *Handbook* so you know your rights and responsibilities. We recommend that you always refer to the current version of the *Participant Handbook* available on our website at stjohn.org.au/first-aid-training so that you have the most up-to-date information. You can also view and download the *Handbook* from any state and territory St John website.

If you need additional information or have any questions, please contact the St John office in your state or territory, by phone or email (see [Contact details, p. iv](#)).

**WE TRUST YOU WILL ENJOY
STUDYING WITH US, AND WE
LOOK FORWARD TO ASSISTING
YOU THROUGH YOUR COURSE.**

ABOUT ST JOHN AMBULANCE IN AUSTRALIA

St John Ambulance Australia is a charitable, non-profit humanitarian organisation whose primary focus is teaching first aid. St John has been helping the Australian community for 140 years, and our members and volunteers continue to be passionate about delivering health care and support services, and helping build resilient communities.

St John is active in all States and Territories, providing:

- quality first aid training (which allows St John to provide charitable services such as the free First Aid in Schools program which teaches first aid to more than 1 million primary school children each year)
- volunteer opportunities to work within the community
- event health and community health care services
- approved first aid kits, personal protection and life-saving equipment, signage and publications
- nationally recognised training (on behalf of St John Ambulance Australia Ltd) in first aid, health care, individual support, training and assessment, child safety, leadership and management.



MISSION

TO LEAD GLOBALLY IN FIRST AID AND MEDICAL RESPONSES TO MEET COMMUNITY HEALTHCARE NEEDS.

VALUES

St John promotes physical and mental health and wellbeing. That is the vocation we share, and we will build an enduring community in which all its members can find purpose and enjoyment. See [Our Values](#).

OBJECTIVES

St John Ambulance Australia's objective, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Funds raised for the services St John provides help achieve our overall humanitarian objectives. Fundraising is not, nor will ever be allowed to become, an end in itself. St John takes pride in its volunteer ethos, its ethical standards and its independence.

CODE OF PRACTICE

St John's Code of Practice (below) outlines our commitment to you in the provision of high-quality education and support services.

OUR COMMITMENT TO YOU

St John is focused on meeting your needs. We promise to:

- understand the requirements of participants, our staff, and the industries in which we operate or do business
- understand your specific needs and be flexible in our approach to serving you
- operate professionally and always conduct business in a sound, ethical and fair manner
- employ staff who are knowledgeable, qualified, objective and experienced, and who always act with integrity
- treat your information confidentially, protect your rights to privacy, and ensure the accuracy and integrity of the information we hold about you
- respond to all participants and industry needs and remain competitive within our market.



OUR COMMITMENT TO CHILD SAFETY

St John is committed to the safety and wellbeing of all children and young people. Every person involved in St John has a responsibility to understand the important and specific role children and young people play, and ensure their wellbeing and safety. This should be at the forefront of all they do and every decision they make.

AS A PARTICIPANT WITH ST JOHN, YOU ALSO HAVE RIGHTS AND RESPONSIBILITIES WHICH INCLUDE UPHOLDING STANDARDS OF ACCEPTABLE BEHAVIOR. PLEASE READ THE **PARTICIPANT CODE OF PRACTICE**, [p. 13](#).



COURSES

ST JOHN AMBULANCE AUSTRALIA LTD (RTO 88041) HAS BEEN APPROVED BY THE AUSTRALIAN SKILLS QUALITY AUTHORITY TO OFFER SPECIFIED NATIONALLY RECOGNISED QUALIFICATIONS, ACCREDITED COURSES AND UNITS OF COMPETENCY.

VET

VOCATIONAL EDUCATION AND TRAINING

A full list of the training products that St John currently has approval to deliver can be found on the national register of vocational education and training (VET) at training.gov.au/Organisation/Details/88041

Click on the 'Scope' tab to view the full list of qualifications, units of competency and accredited courses.

For more information about the specific courses currently being offered, please refer to your local State or Territory St John website. See [Contact details](#), p. iv.

TAE

TAE40116 CERTIFICATE IV IN TRAINING AND ASSESSMENT

For our TAE course information, please refer to the St John TAE website, tae.stjohn.org.au



DELIVERY METHODS

St John offers flexible delivery options to meet the needs of training participants. These options may include, but are not limited to, the following.



FACE-TO-FACE TRAINING AND ASSESSMENT

St John provides courses at our training facilities, or onsite at a venue of your choice, or in your workplace, with industry-experienced trainers. This means you learn in an interactive classroom environment with relevant facilities, equipment and support.



BLENDED LEARNING (PRE-LEARNING WITH FACE-TO-FACE DELIVERY)

Blended learning is available for some courses. Blended learning includes a combination of pre-course online learning (pre-learning) and a face-to-face training session.

The pre-learning typically covers what you need to know in order to meet some of the requirements for the course. Your theory assessment is based on the content in the pre-learning.

St John strongly advises that the pre-learning be completed before attending the face-to-face training session. Your trainer will ask you to provide proof that you have completed the relevant pre-learning when you arrive for your face-to-face session.



ASSESSMENT-ONLY PATHWAYS

An assessment-only pathway is an option for some individuals when they do not need to undertake training. Candidates for an assessment-only pathway must have previous knowledge, skills or experience relevant to the course in which they intend to enrol. Further information about Recognition of Prior Learning (RPL) and eligibility for an assessment only pathway can be found at [Recognition of Prior Learning, p. 18.](#)

TERMS AND CONDITIONS

St John Ambulance Australia is committed to fair, reasonable, ethical and transparent dealings in all undertakings, including in relation to:

- collection, use, storage and retention of client information
- confidentiality
- complaints and appeals
- fee structure
- guarantee
- training standards
- marketing
- access and equity
- work and occupational health and safety.

ENROLMENT

Your enrolment into a qualification, accredited course or unit of competency with St John is subject to the terms, conditions and policies outlined in this Handbook.

IT IS YOUR RESPONSIBILITY TO READ THE COURSE INFORMATION SUPPLIED TO YOU BEFORE YOU ENROL AND PARTICIPATE IN TRAINING.

The enrolment process to undertake a competency-based program leading to a nationally recognised qualification or statement of attainment may vary. It depends on what you want to learn, and the State or Territory in which you live.

Enrolment and participation in a course at a particular location, or on a scheduled date, is subject to course availability and sufficient enrolments.

Before attending any St John course, you need to complete an enrolment form (on-line or hard copy), and supply St John with your Unique Student Identifier ([USI](#)); see also [p. 9](#).

If you have a personal health condition or particular need, tick the relevant section on the enrolment form. Or contact your St John State or Territory office, and we will assist you as much as possible.

During the enrolment process, you can apply for a Recognition of Prior Learning (RPL) or Credit Transfer (CT) based on your existing qualifications, skills, and knowledge (see [p. 17](#)).

The personal information you give to St John at enrolment is treated in strict confidence (see [Privacy and confidentiality, p. 22](#)). This information is needed so that St John can support you during your training.

The information collected is also reported to organisations such as the National Centre for Vocational Education Research, and the Office of the Student Identifiers Registrar. These organisations require St John to regularly submit information about participation in vocational education and training, and the outcomes achieved by participants.

ST JOHN IS COMMITTED TO SUPPORTING PERSONS FROM DIVERSE CULTURAL BACKGROUNDS, LIFE SKILLS, ABILITY AND EXPERIENCES, TO PARTICIPATE IN LEARNING COURSES.

CONTRACT ARRANGEMENTS

Before you complete and sign the St John enrolment form, please ensure you have read and understand all of the Terms and Conditions (and the rest of the Handbook). If you do not understand anything, please contact us for clarification.

By completing and submitting the St John enrolment form you are acknowledging that:

- you have read and understood all the content in the *Participant Handbook*
- you will abide by the information, terms, conditions and requirements contained in the *Participant Handbook*.



When you accept a place offered by St John and you have paid the course fee, a binding contract is created between you and St John. This binding contract applies regardless of whether a third party (such as your employer, partner etc.) has paid the course fees.

Cancellation or withdrawal from units of competency or qualifications must be made in writing to St John. Refer to the fees structure on the relevant St John State or Territory website ([Contact details, p. iv](#)).

St John reserves the right to end your involvement in a course if you fail to follow the policies or procedures outlined in the *Handbook*, or reasonable directions given to you by your trainer.

ENTRY REQUIREMENTS

Please contact St John Ambulance Australia Ltd, or refer to your St John State or Territory website, to confirm any prerequisites that you need for entry to the course you are interested in.

Entry requirements can relate to:

- your previous workplace experience
- completion of another qualification/unit of competency that is specified as a prerequisite for a course
- possession of language, literacy and numeracy skills appropriate for successful completion of the course
- effective performance in the workplace in a specific job-role
- access to a relevant workplace and job-role where the required competencies can be learned and practiced
- access to a computer that has appropriate software and capacity to access learning and assessment materials
- access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- access to course specific materials such as personal protective equipment (PPE) or other tools of trade
- evidence of having satisfied any applicable State or Territory requirements for working with vulnerable persons.



IT IS YOUR RESPONSIBILITY TO TELL ST JOHN ABOUT ANYTHING RELEVANT TO YOUR INDIVIDUAL LEARNING REQUIREMENTS, INCLUDING LLN AND DIGITAL LITERACY SKILLS.

LANGUAGE, LITERACY AND NUMERACY

If you are enrolling in a certificate or diploma level qualification, you **will be** required to undertake a Language, Literacy and Numeracy (LLN) assessment to ensure that you can successfully participate in the course. The same assessment process may be used to assess your digital literacy skills before being accepted into a course.

The outcome of your LLN test will be reviewed by a qualified assessor to determine whether you currently have the LLN and/or digital literacy skills required to successfully undertake and complete the course independently, or whether you may have some support needs.

Where additional support needs are identified, the St John State or Territory Training Manager will assess your learning needs and determine whether your training and assessment program can be adjusted to maximise your likelihood of successfully completing the program.

If you are accepted into a St John course and do not meet the required LLN level for the course, reasonable support will be provided to you during delivery of the course.

If your individual needs are not identified or made known to St John before attending a course, we may not be able to adequately cater for your needs within the specified delivery mode for the course.

UNIQUE STUDENT IDENTIFIER (USI)

**TO ENROL IN
NATIONALLY
RECOGNISED
TRAINING, YOU NEED
TO PROVIDE ST JOHN
WITH YOUR UNIQUE
STUDENT IDENTIFIER.**

THE USI IS ISSUED BY
THE OFFICE OF THE
STUDENT IDENTIFIERS
REGISTRAR AND STAYS
WITH YOU FOR LIFE.

A USI is a reference number made up of ten (10) characters (numbers and letters). Your unique number:

- creates a secure on-line record of your recognised training and qualifications undertaken from all Australia training providers you have undertake recognised training with since 1 January 2015
- gives you access to your training transcripts and allows you to produce a comprehensive written record of your all training achievements. This could be used when applying for a job, seeking a credit transfer, or demonstrating prerequisites when undertaking further training

As a RTO, St John may need to access your USI account—for example, to search and retrieve an existing USI for verification. For this reason, St John asks for your permission on the enrolment form to access your USI account.

St John can only issue statements of attainment and qualification documents when you have provided a valid USI at the time of enrolment, or with a notice of exemption from the Office of the Student Identifiers Registrar.

USI EXEMPTIONS? ...



USI.GOV.AU

— ONLINE
— ANYWHERE
— ANYTIME

**DON'T
ALREADY
HAVE A USI?**

**GO TO WWW.USI.
GOV.AU/STUDENTS/
CREATE-YOUR-USI**



USI EXEMPTIONS

THERE ARE CONSEQUENCES YOU SHOULD BE AWARE OF IF YOU DO NOT HAVE A USI AND ARE SEEKING AN EXEMPTION ●●●

If you are granted an exemption from having or submitting a USI:

- you will not be able to obtain an authenticated VET transcript (or an extract of a VET transcript) through your USI account which provides consolidated information about VET courses, modules or units of competency undertaken since 1 January 2015.
- your transcript will not include information on any VET study you did while you had the exemption. If you decide to get a USI in the future, you won't be able to provide your transcript to a RTO which may assist with enrolments and credit transfers.

For further information about exemptions, see 'Exemptions from the USI' www.usi.gov.au/exemptions

INFORMATION FOR DEFENCE AND NATIONAL SECURITY PERSONNEL INTENDING TO ENROL IN HLTAID011 PROVIDE FIRST AID WITH ST JOHN AMBULANCE AUSTRALIA (RTO 88041)

St John has been granted an exemption under the National VET Data Policy from collecting and reporting AVETMISS data pertaining to training participants from defence and national security organisations undertaking the course HLTAID011 Provide First Aid.

This means that information about your training activity will **not** be included by St John in the National VET Provider Data Collection and will not appear on your authenticated VET transcript.

Please contact the National RTO Compliance Manager (rto@stjohn.org.au) if you have any questions or need further information about this exemption.

ATTENDANCE

St John courses are conducted face-to-face, in the classroom and online. For courses identified as 'blended', there is pre-course online learning (pre-learning) that you will need to complete before attending the face-to-face training.

ALL ST JOHN FACE-TO-FACE AND BLENDED COURSES HAVE SPECIFIC ATTENDANCE REQUIREMENTS.

This means that you must:

- attend all scheduled classes for the face-to-face training, and remain until the conclusion of the course
- sign the daily attendance sheets.

If you are unable to attend a class for medical or another other reason, contact your St John State or Territory training centre before the course start time.

It is essential that you carry proof of identity when first attending the course. The following documents can be used as proof of identity:

- passport (current Australian or international passport)
- driver licence
- keypass ID card
- other Australian government-issued ID card.

Other documents may be used if the document contains your full name and photograph as a minimum.

FAILURE TO COMPLETE

If you start a course but do not intend to complete it, you must give St John formal notification. If you do withdraw from a course (without notifying St John first), St John will cancel your enrolment.

If you have successfully completed any units of competency before your effective withdrawal date, St John will issue you with a statement of attainment for the relevant units.

FEES, CHARGES AND REFUNDS



PLEASE REFER TO YOUR RESPECTIVE ST JOHN STATE OR TERRITORY WEBSITE FOR MORE INFORMATION ABOUT FEES, CHARGES AND REFUNDS.

Before the course begins, you need to pay the specified course fees to your St John State or Territory office.

The St John Fees and Refund Policy provides information about your rights and obligations with respect to the payment of course fees, additional charges, and the circumstances under which a refund may be provided.

For the TAE40116 Certificate IV in Training and Assessment Fees and Refund policy, please refer to TAE Course Handbook.

If a company or organisation has a contractual agreement with St John to deliver training, the course transfer and cancellation policy will be included in the contract.

Recognition of Prior Learning (RPL) may attract a fee. If your application attracts a fee, you will be advised before the RPL assessment process commences.

If you pay more than \$1500 in fees before a course starts, St John will hold a bank guarantee for any amount more than \$1500 paid by each participant.

PARTICIPANT SUPPORT

St John courses are based on the principles of **self-directed, adult learning**. For this reason, it is expected that you will take the responsibility for your own work and learning schedule. However, you will have access to St John's supportive and experienced staff to help with any queries you may have.

If you have any particular learning needs (including language, literacy or numeracy needs), a disability, medical condition or any other concerns, please advise our customer service staff, trainer, assessor or your St John State or Territory Training Manager before the course starts. Where possible, St John will make every effort to meet your needs.

IF YOU HAVE DIFFICULTY ANSWERING QUESTIONS OR REQUIRE ANY HELP DURING THE COURSE, SIMPLY CONTACT YOUR TRAINER.



PARTICIPANT FEEDBACK

YOUR FEEDBACK IS IMPORTANT TO US. YOU ARE INVITED TO PROVIDE FEEDBACK AT ANY TIME BY EMAIL AND PHONE.

Feedback helps us to ensure that our services meet your needs. We use feedback to contribute to our continuous improvement processes, as we are always trying to do better.

Information and feedback that we obtain from you and others with an interest in our courses, may be considered at the time or during regular review of our training and assessment strategies.

You will receive an **Australian Quality Training Framework (AQTF) survey** form towards the end of your course. Please complete the surveys that are provided to you by your trainer or assessor. Some surveys may also be mailed or emailed to you from our offices.

The National Centre for Vocational Education Research (NCVER) may also send you a **National Student Outcomes Survey** for completion. This survey collects information about your reasons for training, employment outcomes, your satisfaction with training, and any further study outcomes. The information collected from the survey ensures high quality vocational education and training (VET) that is relevant to Australian workplaces.

You may also be randomly selected by NCVER to complete the **VET Student Experience Survey**. This survey is more frequent than and complements the National Student Outcomes Survey mentioned above. You may choose to opt-out of the survey at the time of being contacted.

PARTICIPANT CODE OF CONDUCT

Your responsibilities when enrolled in training with St John, include the following minimum standards of acceptable behaviour required of all participants.

REGULAR AND PUNCTUAL ATTENDANCE

- Arrive on time to class.
- Give notice in advance of known absence, lateness, or early departure.

COMPLETION OF ALL CLASS, HOMEWORK, AND ASSESSMENT TASKS BY THE DUE DATE

- Contact your trainer (between classes) if you are having trouble with homework tasks or understanding course content.
- If you are absent for an assessment task, provide a medical certificate or statutory declaration to support your absence.
- Negotiate a time with your trainer to catch up on any outstanding learning and/or assessment tasks.

RESPONSIBLE, RESPECTFUL AND COOPERATIVE BEHAVIOUR

- Treat staff and fellow participants in a respectful manner.
- Respect the property of other people.
- Do not use offensive language.
- Avoid disrupting or interrupting others.
- No form of bullying, harassment or discrimination will be tolerated.
- Come to class dressed appropriately, including closed footwear, for the activities you will be undertaking.
- Switch phones and other devices to silent or vibrate during class time.
- Do not damage classroom property.
- Leave rooms tidy at the end of class.
- Do not interfere with equipment or materials on display in classrooms.
- Treat the surrounding grounds, car parks, eating areas with respect: place rubbish in bins, drive in a considerate manner, obey

signs, etc.

PREPAREDNESS TO WORK EFFECTIVELY IN CLASS

- Participate in all learning activities to the best of your ability.
- Bring all necessary materials to class including textbooks, homework, folders, notes, and stationery.
- Follow all procedures/protocols that apply to persons attending the training facility (for example, in relation to signing in and out of the building).

SAFETY CONSIDERATIONS

- Notify St John of any perceived hazards that you notice.
- Always wait in a well-lit area before and after class, if you are unable to depart the facility immediately following conclusion of the training session.
- Notify the trainer of any unfamiliar visitors to the class.

If you breach any part of the Participant Code of Conduct, you may be asked to

leave the course.

NATURE OF GUARANTEE

A Nature of Guarantee applies if:

- St John becomes insolvent
- a course is removed by St John
- St John is legitimately unable to complete delivery of a course.

Should any of the above occur, and St John is no longer able to provide the training and assessment services as initially agreed with you at the time you paid for your course, then St John will arrange for agreed training and assessment to be made available to you through another registered training organisation (no fees will be incurred).

ASSESSMENT

St John trainers and assessors deliver courses that address the competency and assessment requirements specified in national training packages or VET accredited courses.

Training and assessment is conducted in accordance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015*. If you are assessed as 'competent', you will receive a statement of attainment or certificate, depending on the course you have completed.

ASSESSMENT PATHWAYS

ST JOHN OFFERS FLEXIBLE ASSESSMENT PATHWAYS TO MEET THE DIFFERENT NEEDS OF PARTICIPANTS.

THESE PATHWAYS INCLUDE:

- TRAINING AND ASSESSMENT
- ASSESSMENT ONLY (NO TRAINING IS PROVIDED – PARTICIPANTS COMPLETE TASKS DESIGNED TO ASSESS THEIR EXISTING KNOWLEDGE AND SKILLS)
- RECOGNITION OF PRIOR LEARNING AND/OR CREDIT TRANSFER
- COMBINATIONS OF THE ABOVE.

The assessment tasks in each course will vary. However, you will need to demonstrate that you have the required knowledge and skills to meet the course requirements. Assessment tasks may include in-course activities, scenarios, group work, practical demonstrations, workplace assessments, and verbal or written theory.



ASSESSMENT IN A WORKPLACE

Your course may require that you demonstrate your knowledge and skills in a workplace — this may include your own workplace or another workplace to which you are assigned whilst undertaking the course (known as ‘work placement’).

Workplace assessments give you the opportunity to put your skills and knowledge into practice in a real work environment.

THERE ARE SEVERAL COURSE PROGRAMS OFFERED BY ST JOHN WHICH MAY INCLUDE ON-THE-JOB ASSESSMENT IN A WORKPLACE. FOR EXAMPLE:

- LEADERSHIP AND MANAGEMENT
- INDIVIDUAL SUPPORT
- PATIENT TRANSPORT
- BASIC HEALTH CARE
- TRAINING AND ASSESSMENT.

Evidence of your performance in the workplace may be gathered in the following ways.

- A third-party report may be sought from a workplace supervisor to verify that you have demonstrated the required skills and knowledge relevant to the particular work environment.
- A St John assessor may attend your workplace to watch you satisfactorily complete a required assessment task/s.
- You may be required to keep a workplace log, diary or portfolio (depending on the course requirements). The assessor will discuss with you the workplace log, diary, or portfolio you have kept, to verify the knowledge and skills you have gained in the workplace.

If you are undertaking a course that requires workplace assessment or training, it is your responsibility to ensure you have access to a suitable workplace. For example, if you are undertaking the Certificate IV in Training and Assessment, there is a requirement to satisfactorily complete training and assessment sessions while being observed by a trainer or assessor who holds a Diploma of Training Design and Development, or a Diploma of Vocational Education and Training.

St John has established processes to ensure that all workplaces where participants undertake work placement as part of their course, have the necessary facilities, equipment, resources and supervisory personnel to provide appropriate opportunities for workplace learning and assessment.



ASSESSMENT ARRANGEMENTS

At the beginning of each unit of competency or module, your assessor will provide you with all the details about the assessment requirements including:

- detailed assessment instructions for each task or activity
- the criteria that you will be assessed against
- relevant due dates or timing of assessments to be conducted.

YOU ARE RESPONSIBLE FOR REVIEWING AND CHECKING YOUR UNDERSTANDING OF THE ASSESSMENT ARRANGEMENTS. YOU ARE WELCOME TO ASK ANY QUESTIONS OF YOUR ASSESSOR.

SUBMITTING YOUR ASSESSMENTS

- You must complete all assessment tasks as required for each unit of competency or module.
- Your responses to written assessment tasks should be submitted to your trainer/assessor, unless you are advised otherwise.
- For written assessment tasks you will be asked to declare that the work you submit is your own ([Plagiarism, p. 19](#)).
- **You must keep a copy** of all assessment task documents that you submit. St John is not able to return your original assessment documents because the documents you submit must be kept on your file.
- St John will not be held responsible for any items that may go missing in transit at the time of submission. If this occurs, you will be asked to resubmit the work.
- Your assessor will provide you with regular feedback as you work through the required assessment tasks, before confirming your final assessment outcome for the relevant unit/s or module.

ASSESSMENT OUTCOMES

FOR EACH ASSESSMENT TASK THAT YOU COMPLETE, YOU WILL BE ADVISED OF THE OUTCOME — EITHER **SATISFACTORY (S)** OR **NOT YET SATISFACTORY (NYS)**.

To successfully complete a unit of competency, you must complete all assessment tasks with an outcome of Satisfactory (S); when this has occurred you will receive an overall outcome of Competent (C) for the relevant unit.

REASSESSMENT

Your assessor will give you feedback on any assessment task that is marked NYS, and you will be allowed a reassessment opportunity. You will be given a second due date and advised of the requirements for the reassessment. If, after the reassessment, one or more of your assessment tasks remains assessed as NYS, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

If your unit outcome is NYC after reassessment, you may be encouraged to complete additional training and assessment to achieve a Competent outcome. Additional training and assessment may incur an additional fee for self-funded participants ([Fees, charges and refunds, p. 11](#)).

You have the right to appeal against any assessment decision. You must lodge an appeal within 14 days of having received your assessment decision. See [Complaints and appeals, p. 25](#).

REASONABLE ADJUSTMENT

‘Reasonable adjustment’ refers to any modification made to help participants with additional or particular needs to access and participate on the same basis as others without additional or particular needs.

Modifications might be made to the learning environment, training delivery, or assessment methods (to the extent permitted by the relevant training package).

To be reasonable, adjustments must:

- be appropriate for the person with the additional or particular need
- be allowable within the context of the training package, accredited course or unit of competency
- not create undue hardship for the individual or St John.

The determination of ‘reasonable’ requires judgment that must consider the impact on St John, and the need to maintain integrity of the course being undertaken.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

If you have undertaken study before, or have participated in any relevant formal or informal learning, you may be eligible to have that previous learning acknowledged in meeting the requirements of the course in which you intend to enrol.

You will need to provide evidence to demonstrate that you already have the required skills and knowledge relevant to the accredited course or units of competency that form part of your course.

Where sufficient and valid evidence is provided, St John may recognise your prior learning (RPL) and/or grant equivalent unit credits (known as credit transfer) towards the course in which you are seeking to enrol.

To apply for RPL or CT, please contact your St John State or Territory office before enrolling in the course ([Contact details, p. iv](#)).

For first aid courses, contact your St John State or Territory office before the start of the course to discuss flexible assessment pathways ([Assessment pathways, p. 14](#)).

SEE RPL & CT ...





RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is the process of assessing an individual's previous formal and informal learning against learning outcomes and unit of competency requirements.

RPL is available to all participants enrolling in a nationally recognised qualification, accredited course or unit of competency with St John.

If you believe you have already gained the skills covered by the St John course you are intending to enrol in (or have already enrolled in) please contact your St John State or Territory office before starting the course ([Contact details, p. iv](#)).

As part of the RPL assessment, your existing skills and knowledge will be assessed against national training package requirements and current industry standards by a qualified assessor.

You can evidence and demonstrate competency as part of the RPL assessment process in a variety of ways, for example:

- by performing specific tasks
- sharing your knowledge and previous experience in performing relevant workplace tasks
- providing references or written testimonies from past or current employers
- providing a portfolio of work.

CREDIT TRANSFER

Credit transfer (CT) is different from RPL. Credit transfer is an administrative process that provides a person with an agreed and consistent credit outcome for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications or units of competency.

Credit transfer for a qualification or unit of competency is available to anyone enrolling in any accredited training program, who can show that they have previously been issued with an Australian Qualification Framework qualification and/or statement of attainment for an equivalent unit of competency or qualification currently offered by St John.

If you wish to seek credit transfer:

- fill in the CT application form for the unit/s to be credited
- provide St John with an original or certified copy of your qualification/s (including a list of completed units) or statement of attainment. You must provide this before commencing the unit for which you are seeking credit .

Before approving and granting CT, St John will contact the issuing RTO to verify the authenticity of the documents provided (in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*). If the previously attained qualification or Statement of Attainment does not meet the requirements of the Standards, you will be directed to either apply for RPL, or undertake assessment-only for the relevant unit of competency.

FEES FOR RPL AND CT

- You will be advised of the fee for assessing your application for RPL once the application has been received by St John. The fee will vary depending on the course and units of competency for which RPL is being sought.
- There is no charge for credit transfer.

PLAGIARISM

PLAGIARISM IS PRESENTING SOMEONE ELSE'S WORK OR IDEAS AS YOUR OWN, WITH OR WITHOUT THEIR CONSENT, BY INCORPORATING IT INTO YOUR WORK WITHOUT FULL ACKNOWLEDGEMENT.

ALL PUBLISHED AND UNPUBLISHED MATERIAL, WHETHER IN MANUSCRIPT, PRINTED OR ELECTRONIC FORM, IS COVERED UNDER THIS DEFINITION.

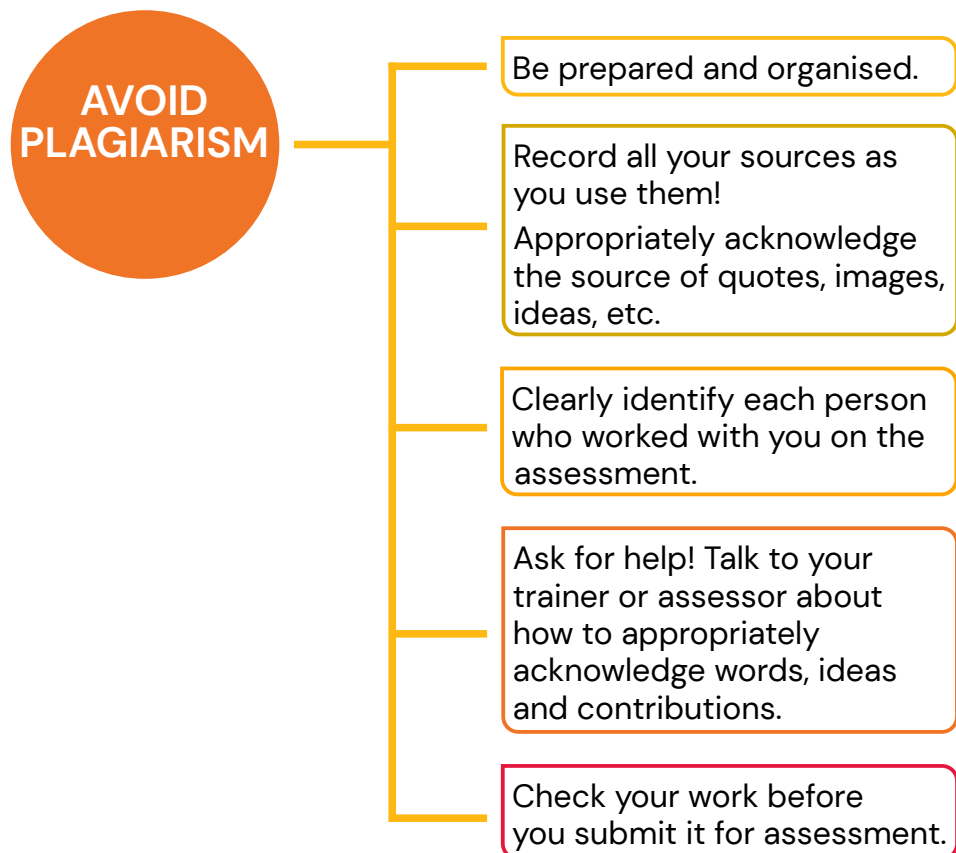
PLAGIARISM MAY BE INTENTIONAL OR RECKLESS, OR UNINTENTIONAL.

www.ox.ac.uk/students/academic/guidance/skills/plagiarism?wssl=1

Plagiarism is a dishonest practice and prevents St John from being able to correctly verify that an individual actually possesses all of the knowledge and skills relevant to the unit of competency and/or qualification.

St John expects fair and honest behaviour from you in assessment settings. Intentional plagiarism practices – including collusion and cheating – will not be tolerated by St John. Penalties may apply to substantiated instances of these behaviours whilst undertaking a course.

You are responsible for the authenticity of your work during the course, in particular, your responses to the course assessment tasks. This means that your responses must be your own work and clearly reflect your own knowledge and skills.



POLICIES AND PROCEDURES



LEGISLATION AND STANDARDS

AS A REGISTERED TRAINING ORGANISATION, ST JOHN AMBULANCE AUSTRALIA IS REQUIRED TO COMPLY WITH A RANGE OF COMMONWEALTH, STATE AND TERRITORY LEGISLATIVE, REGULATORY REQUIREMENTS AND STANDARDS.

St John has established policies and procedures to address specific requirements relevant to the delivery of nationally recognised and accredited training.

The St John RTO regularly reviews their management and operations to ensure compliance with its obligations under relevant Commonwealth, State and Territory legislation and regulations.

These include, but are not limited to, obligations under:

- the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) and the legislative instruments it enables

- the VET Quality Framework, including:
 - *Standards for Registered Training Organisations (RTOs) 2015*
 - the Quality Standards (as defined by section 231A of the NVETR Act)
 - the Fit and Proper Person Requirements (as defined by section 186 of the NVETR Act)
 - the Financial Viability Risk Assessment Requirements (as defined by section 158 of the NVETR Act)
 - the Data Provision Requirements (as defined by section 187 of the NVETR Act)
 - the Australian Qualifications Framework (AQF)
- State or Territory Workplace Health and Safety legislation and regulations
- Commonwealth State or Territory anti-discrimination legislation and regulations
- *Privacy Act 1988*
- *Fair Work Act 2009*
- *Competition and Consumer Act 2010*
- *Copyright Act 1968*
- State or Territory legislation and requirements related to safeguarding and protection of vulnerable persons and minors
- health directives and other directives issued by relevant Commonwealth, State and Territory authorities.

St John will inform enrolled training participants of relevant changes to:

- their legislative and regulatory obligations
- legislative and regulatory requirements that affect the St John RTO's operations and delivery of accredited training or related services.



ACCESS AND EQUITY

ST JOHN AMBULANCE AUSTRALIA IS COMMITTED TO PROVIDING ALL PARTICIPANTS IN ITS ACCREDITED TRAINING PROGRAMS WITH EQUAL OPPORTUNITY TO PURSUE THEIR LEARNING AND DEVELOPMENT.

St John recognises the importance of access and equity, and is committed to ensuring that staff and participants can access vocational education and training, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.

St John will not, in line with Australian federal and state legislation, discriminate against an individual because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

St John endorses the principle of access and equity within vocational education and training (VET) by adopting and implementing the following guidelines when delivering its training and assessment products and services:

- equity for all participants through a fair and appropriate selection procedure, allocation of resources and involvement in vocational education and training
- equality of outcomes within vocational education and training for all people, without discrimination
- access for all individuals to appropriate, quality vocational education and training programs and services
- provision of training programs and services that are accessible to all persons in an environment that is free from harassment, discrimination and victimisation
- consideration of access and equity issues during curriculum and learning resource development

- provision of opportunities and support for all people to achieve outcomes that meet their personal goals.

St John ensures that relevant provisions and protections for the individual (enshrined in Commonwealth anti-discrimination legislation) underpins all matters relating to access and equity. St John may put in place additional policies and procedures to address relevant federal and state legislative requirements.

PARTICIPANTS WITH LANGUAGE, LITERACY AND NUMERACY DIFFICULTIES, A DISABILITY, OR FROM A NON-ENGLISH-SPEAKING BACKGROUND ARE ENCOURAGED TO PURSUE THEIR VOCATIONAL EDUCATION AND TRAINING GOALS THROUGH PARTICIPATION IN ST JOHN TRAINING COURSES.

Before enrolment or the commencement of training and assessment (whichever comes first), St John (or third parties providing services on St John's behalf) will provide advice to the prospective participant about the training product that is most appropriate to meeting the learner's needs. This advice will take into account the individual's existing skills and competencies, and the support mechanisms that can be put in place to assist the prospective learner in meeting their needs.

St John is committed to making adjustments to training and assessment in order to meet the individual needs of participants with a disability or other special need. St John (or third-party organisations providing training and assessment on its behalf) will work with individuals to determine their specific support needs. St John will provide access to the educational and support services needed for the individual to meet the requirements of the training product (as specified in the relevant training package or VET accredited course) in which they are enrolled.

St John recognises that the *Disability Discrimination Act* does not require changes, modifications or adjustments to be made if this will cause major difficulties or unreasonable costs to a participant or to St John ('unjustifiable hardship'). Before making any claim of 'unjustified hardship', St John will:

- thoroughly consider how an adjustment might be made to support a participant or meet their needs; and
- discuss this directly with the person involved; and
- consult relevant sources for advice.

Participants will be advised of any additional costs for providing support services prior to enrolment.

Complaints and appeals procedures are in place to ensure that any concerns related to access and equity are dealt with immediately and appropriately.



PRIVACY AND CONFIDENTIALITY

PROTECTING YOUR PRIVACY IS IMPORTANT TO ST JOHN AND IT IS ESSENTIAL THAT YOU UNDERSTAND HOW THE INFORMATION THAT YOU GIVE ST JOHN IS, WILL, AND COULD BE USED.

WHY ST JOHN COLLECTS YOUR PERSONAL INFORMATION

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

St John also collects your NCVET personal and training information to:

- ensure compliance with relevant state, territory and Federal laws
- for reporting to government departments, agencies or statutory bodies who collect information under those laws
- to satisfy the requirements of government funding bodies
- for research, statistical, quality improvement and internal management purposes.

HOW ST JOHN USES YOUR PERSONAL INFORMATION

St John uses your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as a RTO.

NEED A COPY
OF ST JOHN'S
PRIVACY POLICY?

DOWNLOAD FROM
[STJOHN.ORG.AU/PRIVACY-
POLICY](https://stjohn.org.au/privacy-policy) OR EMAIL
RTO@STJOHN.ORG.AU

HOW ST JOHN DISCLOSES YOUR PERSONAL INFORMATION

We are required by law (under the NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant State or Territory training authority.

HOW THE NCVER AND OTHER BODIES HANDLE YOUR PERSONAL INFORMATION

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988 (Cth)* (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include:

- populating authenticated VET transcripts
- administration of VET
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth and state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation

- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

DEWR is authorised by law (including under the Privacy Act and the NVETR Act) to collect, use and disclose your personal information to fulfil specified functions and activities. DEWR may disclose your personal information to:

- another Commonwealth authority
- a person engaged by the Secretary of the department to carry out an activity on behalf of the department

For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at www.dewr.gov.au/national-vet-data/vet-privacy-notice

IF YOU WOULD LIKE ACCESS OR NEED TO CORRECT YOUR INFORMATION, IN THE FIRST INSTANCE PLEASE CONTACT YOUR ST JOHN STATE OR TERRITORY TRAINING OFFICE.

SURVEYS

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

DISCLOSURE OF INFORMATION TO THIRD PARTIES

During your training, there may be circumstances that require St John to discuss your progress with a third party (e.g. your employer). There may also be a need to examine work samples for the purposes of assessment. All discussions with any third party will be strictly confidential and will take place with your prior approval.

If you are under the age of 16 years or have particular or additional needs, St John may share information with your parent or legal guardian, or any other relevant, legally appointed person.

MAKING A COMPLAINT ABOUT A BREACH OF PRIVACY

If you have a concern about your privacy, **you have the right** to make a complaint, and St John will do everything reasonably possible to rectify the situation.

If you wish to make a complaint, please contact the National RTO Compliance Manager, rto@stjohn.org.au

If you are not happy with the way St John handles your complaint, you can contact the Office of the Australian Information Commissioner (www.oaic.gov.au): GPO Box 2999, Canberra ACT 2601, 1300 363 992, enquiries@oaic.gov.au

SECURITY AND STORAGE OF YOUR INFORMATION

St John takes all reasonable steps to ensure that the information collected from you is stored securely. St John will endeavour to protect your personal information from misuse, interference, loss and unauthorised access.

Your information is stored according to the *Privacy Act 1988*, and the requirements of the *Standards for Registered Training Organisations (RTOs) 2015*. This information may be stored securely for an appropriate

(or state- or territory-legislated) period. Information is disposed of in a secure manner that includes the use of externally contracted document disposal companies. St John contracts a third-party IT provider that uses a Cloud-based platform for information storage purposes — all data is the property of St John. To read the third-party IT Privacy Statement, please contact rto@stjohn.org.au

ACCESSING OR UPDATING YOUR INFORMATION

St John aims to ensure, as far as reasonably practicable, that information we keep and share about you is accurate, complete and up to date.

YOUR PERSONAL INFORMATION

If you believe your personal information is out-of-date, inaccurate, incomplete, irrelevant, or misleading, you can request that we correct or update your personal information at any time. You may also request access to your personal information by contacting your St John State or Territory Training department. They will aim to provide the information within a reasonable timeframe. Before handing over your personal information, we will ask for proof of your identity.

There is generally no fee to access your personal information. However, in some cases, St John reserves the right to charge a fee for the time spent locating, compiling, and explaining the information requested. If there is a fee, we will give you a fee estimate, and await your confirmation and acceptance of the fee before proceeding with the request.

St John reserves the right to deny access to information in certain circumstances, particularly if the information is commercially sensitive or compromises the intellectual property of St John Ambulance Australia Ltd. Should St John deny access to information, we will write to you explaining the reasons for our decision.

CHANGES TO PERSONAL INFORMATION

It is your responsibility to notify St John, in writing, of any changes of name, address or contact details which occur during your enrolment with us.

You can give these changes to your trainer or assessor or contact your St John State or Territory office ([Contact details, p. iv](#)), or contact the National RTO Compliance Manager, rto@stjohn.org.au

ACCESS TO YOUR RECORDS

Records of qualifications and unit achievements are kept for a period of at least 30 years. You may request copies of your statements of attainment or qualifications achieved at any time.

You may access or obtain a copy of the records that St John Ambulance Australia holds about you at any time. This includes personal information and records of participation and progress.

You must send an email to the National RTO Compliance Manager (rto@stjohn.org.au) outlining which records you want to access.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file.

CHANGES TO RECORDS

If, at any time, you consider that the records that St John holds about you are incorrect, incomplete, out-of-date or misleading, you can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

You must send an email to the National RTO Compliance Manager (rto@stjohn.org.au) outlining the amendments you wish to be made to your record.



COMPLAINTS AND APPEALS

St John is committed to ensuring that a fair and equitable service is delivered to all our clients. If at any time during your dealings with St John you have any concerns about the training, assessment or service being provided, you are encouraged to raise your concerns with your trainer or assessor. If however, you do not wish to discuss your concerns with your trainer or assessor in the first instance, you may access our formal complaints and appeals process.

AN OVERVIEW OF ST JOHN'S POLICY AND PROCESS FOR MAKING A COMPLAINT OR LODGING AN APPEAL AGAINST AN ASSESSMENT DECISION IS OUTLINED BELOW.

POLICY

St John Ambulance Australia is committed to the highest standards of education and professional services and providing an effective, efficient, timely, fair and confidential process for managing, responding to, and resolving complaints and appeals.

St John will aim to acknowledge receipt of a complaint or appeal within 7 business days of receipt.

All complaints and appeals will be handled professionally, confidentially, and in an effective, efficient and timely matter.

At any time during a complaint or appeals process, St John reserves the right to refer the matter to expert legal advice.

In all dealings regarding complaints and appeals, St John will observe the principles of natural justice and procedural fairness. Specifically, St John will ensure that all parties that have an interest in the complaint or appeal have the right to:

- be informed of the substance of the allegations (except where doing so may jeopardise any related legal process or investigation, or there is overriding public interest in circumventing the provision of such information)
- be heard and have a reasonable opportunity to present their case, answer, address or to show cause for their actions
- a fair process, without bias or conflict of interest in the making of decisions
- privacy and confidentiality
- an evidence-based process that relies on the facts and matters pertaining to the specific complaint or allegation
- have their own nominee included to accompany and support them in exercising their rights.

To effectively manage a complaint, St John may contact any person who is the subject of an investigation or allegation, or any person whose interests are likely to be affected adversely by a decision.

St John will ensure that complaints, and appeals against assessment decisions, are finalised within 30 days where possible.

If a complaint or appeal (including any review process) will take more than 60 days to finalise, the complainant will be notified further explaining the cause of delay.

Appeals against an assessment decision made by St John, including any third party, must be lodged by the St John participant within 14 days of having been notified of the assessment decision, unless there are extenuating circumstances that may have prevented lodgement of the appeal. In the case of appeals against assessment decisions, the local State or Territory Training Manager initially reviews the

decision and the evidence used to make the decision. The assessor and the participant are interviewed separately to find out whether there is any relevant information not contained in the participant's file.

All participants involved in any training or assessment activity conducted by St John or a third party have the right to seek redress if they believe that they have been treated unfairly or if they are not satisfied with any of the training or assessment activities or methods.

All complaints and appeals received by St John will be viewed as an opportunity for improvement in order to improve the quality of St John services. All complaints and appeals will be reviewed and analysed periodically by the St John National Training Team to identify opportunities for action or improvements with respect to policies, procedures and practices.

If the person who lodged a complaint or appeal with a third-party organisation delivering services on behalf of St John remains unsatisfied with the outcome or any decision made in regard to their complaint or appeal, they may raise their complaint or appeal with the National Training and Development Manager: training@stjohn.org.au

If the complainant is not satisfied with the outcome, they may request the matter be referred to an external dispute resolution process by a party appointed for this purpose by St John.

All complaints and appeals are recorded in a register that includes relevant details to allow analysis of matters over time and identify any common factors that may need action.

Complainants with a complaint about fees and refunds, who remain dissatisfied with the outcome of St John's complaint resolution process, will be referred to their State or Territory consumer protection agency.

PROCESS FOR PARTICIPANTS

- STEP 1** Talk to your Trainer first! You are encouraged to discuss the complaint, appeal, concern, or grievance with your trainer of the course in which you are enrolled.
- STEP 2** St John State or Territory Training Manager Failing satisfactory resolution of the issue with your trainer, you can lodge a written complaint or appeal with your St John State or Territory Training Manager.
- STEP 3** National RTO Compliance Manager Failing satisfactory resolution of the issue with your local St John State or Territory Training Manager, you can lodge a written complaint or appeal with the National RTO Compliance Manager, rto@stjohn.org.au

PROCESS FOR OTHER CLIENTS

- STEP 1** St John State or Territory Training Manager Where an issue is raised by anyone other than a participant about the policies, procedures, services, or products offered by the St John State or Territory partner, they may lodge a written complaint with your St John State or Territory Training Manager
- STEP 2** National RTO Compliance Manager Failing satisfactory resolution of the issue with the local state or territory St John Training Manager, the client can lodge a written complaint with the National RTO Compliance Manager, rto@stjohn.org.au



ISSUING OF CERTIFICATION DOCUMENTS

- Upon successful completion of your qualification (certificate or diploma) and payment of all relevant fees, St John will issue you with a qualification (testamur) and record of results within 30 days. The record of results will show the units of competency achieved during the course and corresponding results.
- If you withdraw from a diploma or certificate course before completion, St John will issue you with a statement of attainment for any completed units of competency within 30 days of withdrawal, provided that all relevant fees have been paid.
- Training participants who enrol in and successfully complete either a single unit of competency, or a group of units not leading to a qualification, will be issued with a statement of attainment within 30 days of completion, provided that all relevant fees have been paid.
- St John reserves the right to not issue qualifications and statements of attainment until all fees related to the course or qualification have been paid.
- St John must have a valid USI on file for you before commencement of training, in order for a qualification or statement of attainment to be issued.



WORK HEALTH AND SAFETY

St John has a responsibility to ensure the health and safety of its employees, volunteers, course participants, visitors, and patients.

As a participant, you also have certain health and safety responsibilities. These include:

- taking reasonable care of your own health and safety (e.g. advising the trainer of existing injuries or circumstances that may prevent you undertaking an activity)
- taking reasonable care that your acts or omissions don't affect the health and safety of others (e.g. not reporting a potential hazard)
- following instructions that are provided for safety
- co-operating with any reasonable policy or procedure that is provided for safety
- reporting any injury, illness or near miss to your trainer or assessor.



**THANK YOU TO ALL OUR
ST JOHN STATE AND
TERRITORY OFFICES FOR
THE USE OF THEIR IMAGES.**



Information given in the *Participant Handbook 2023* is correct at the time of publishing, however changes to legislation and St John Ambulance Australia Ltd policy may impact on the currency of information included. St John Ambulance Australia Ltd reserves the right to vary and update information without notice. You are advised to seek any changed information and updates from your trainer, or by contacting your St John State or Territory office.

Participant Handbook 2023 © St John Ambulance Australia Ltd (TOID: 88041)

Version 6, February 2023	General revision to improve comprehension, language and accessibility
Version 5, March 2022	Revision to State and Territory contact details; USI exemption information updated
Version 4.1 February 2022	USI exemption information for defence and national security personnel undertaking HLTAID011 Provide First Aid; p.6
Version 4 June 2021	Includes an addition to scope; revised policy notice, refund policy, and participant declaration
Version 3.1 Sept 2019–2020	Year revised to indicate use into 2020
Version 3 August 2019	Minor revisions to S/T contact details, and revision to Child Safety statement
March 2018	Privacy statement included