

Participants' Handbook 2018



ST JOHN AMBULANCE AUSTRALIA INC. (TOID: 88041)
WWW.STJOHN.ORG.AU 1300 STJOHN

ST JOHN AMBULANCE AUSTRALIA INC. ACKNOWLEDGES THE AUSTRALIAN ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES OF THIS NATION.

We acknowledge the traditional custodians of the lands on which our organisation is located and where we conduct our business. We pay our respects to ancestors and Elders, past and present. St John Ambulance Australia Inc. is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

Source: <https://www.creativespirits.info/aboriginalculture/spirituality/welcome-to-country-acknowledgement-of-country#ixzz4sQQPojuG>

DISCLAIMER

The *Participants' Handbook 2018* contains information that is correct at the time of publishing. Changes to legislation and St John Ambulance Australia Inc. policy may impact on the currency of information included. St John Ambulance Australia Inc. 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 the St John office in the relevant state or territory office.

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WELCOME

Welcome to St John Ambulance Australia Inc.

Thank you for choosing St John Ambulance Australia Inc. as your Registered Training Organisation.

As a Registered Training Organisation, the qualifications and units of competency we deliver are nationally recognised. We believe the best way to learn is through experience, and hence our courses provide hands-on experience in a fully-simulated environment reflecting the current industry standards.

We are committed to ensuring that our training is delivered in a professional manner to meet the needs of businesses, communities and participants.

We hope you enjoy your course with us and that your time with St John is productive and your goals are achieved.



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ABOUT THIS HANDBOOK

This handbook presents St John Ambulance Australia's philosophy, regulations, policies and procedures to help make your study with us comfortable and successful. It outlines the training, assessment and support services we will provide to you. The handbook also highlights our obligation to you as a participant, and your obligation as a participant undertaking a course with St John.

Please take the time to read and understand this booklet to ensure you know your rights and responsibilities. St John recommends that you refer to the online version of this handbook to ensure you are receiving the most up-to-date information. This handbook is available from our website, <http://stjohn.org.au/first-aid-training> (see 'Accessing our training courses').

If you have any concerns or questions please contact the St John office in your State or Territory, by phone or email (see **Contact details on page vii**).

We trust you will enjoy studying with us and we look forward to assisting you through your course.



CONTACT DETAILS

HEAD OFFICE

ADDRESS	10–12 Campion Street, Deakin ACT 2600 PO Box 292, Deakin West ACT 2600
PHONE	(02) 6295 3777 1300 ST JOHN (360 455) —this will take you directly to the St John office in your State or Territory.
EMAIL	training@stjohn.org.au rto@stjohn.org.au
FACSIMILE	(02) 6239 6321
WEBSITE	www.stjohn.org.au for more information, refer to the relevant St John State or Territory website.
OFFICE HOURS	Our Head office is contactable from Monday to Friday 9:00 am to 5:00 pm

OUR LOCATIONS

AUSTRALIAN CAPITAL
TERRITORY
<http://www.stjohnact.com.au/>
(02) 6282 2399

SOUTH AUSTRALIA
<http://www.stjohnsa.com.au>
(08) 8306 6999

NEW SOUTH WALES
<http://www.stjohnsw.com.au>
(02) 9745 8888

NORTHERN TERRITORY
<http://www.stjohnnt.org.au/>
(08) 8922 6200

QUEENSLAND
<http://www.stjohnqld.com.au/>
(07) 3253 0500

TASMANIA
<http://www.stjohntas.org.au/>
(03) 6271 0333

VICTORIA
<http://www.stjohnvic.com.au/>
(03) 8588 8588



ABOUT ST JOHN AMBULANCE AUSTRALIA

Active in Australia for over 130 years, St John Ambulance Australia Inc. is a self-funding, charitable organisation active in all states and territories, dedicated to helping people in sickness, distress, suffering or danger. Providing services to a broad scope of the community, St John is the country's leading supplier of first aid products, services and training.

St John provides services throughout Australia, including:

- first aid services
- care services
- first aid training
- first aid equipment and resources.

St John Ambulance Australia Inc. (TOID: 88041) is registered with the Australian Skills Quality Authority to provide a range of accredited courses, nationally recognised within the Australian Qualifications Framework. These include courses in:

- first aid
- management
- health care.

St John courses are delivered by way of partnership agreements (e.g. with St John State and Territory organisations). These partners have an agreement in place, and are authorised to deliver training on behalf of St John Ambulance Australia Inc. (TOID: 88041).

The St John partnerships exist in:

- Australian Capital Territory
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria

Partners' contact details are available at www.stjohn.org.au or they can be contacted on 1300 ST JOHN (360 455).



MISSION, VISION AND VALUES

MISSION

To make first aid a part of everybody's life.

VISION

To have at least one person educated, equipped and prepared to provide first aid in every home, workplace and public gathering.

VALUES

St John is a charity in the Australian community working for the service of humanity.

Our vision for the future, 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 are a means for achieving our overall humanitarian objectives. Fund raising is not, nor will be allowed to become, an end in itself. St John takes pride in its volunteer ethos, its ethical standards and its independence.

Together, these values provide the firm foundation on which St John determines the best means of achieving the objectives to which it is dedicated.



CODE OF PRACTICE

St John's Code of Practice outlines our commitment to you in the provision of high quality education and support services. It also emphasises your rights and responsibilities as a student at St John, including the standards of acceptable behaviour required by all participants.

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 with
- 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. This will be the primary focus of our care and decision-making.

St John has zero tolerance for child abuse and is committed to providing a child safe environment where children and young people feel safe and are safe, and that their voices are heard about decisions that affect their lives.

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

Source: http://www.education.vic.gov.au/Documents/about/programs/health/protect/ChildSafeStandard2_ExampleStatement.pdf



ABOUT YOUR TRAINING

COURSE INFORMATION AND DELIVERY

St John courses are delivered by our Registered Training Organisation (RTO) Partners, including each St John State and Territory organisation. The RTO Partner organisations have an agreement in place with, and are authorised to deliver training on behalf of, St John Ambulance Australia Inc. (TOID 88041).

St John offers flexible delivery options in order to meet the needs of our participants. These options include, but are not limited to:

FACE-TO-FACE TRAINING AND ASSESSMENT

St John provides learning in their training facilities or onsite at your own workplace with industry-experienced teachers allowing you to learn in an interactive, supported classroom environment with facilities to support all learners.

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

Blended learning is available for some courses and may include a combination of online learning and participation in the classroom.

ASSESSMENT-ONLY PATHWAYS

An assessment-only pathway is an option when no prior training is required. Participants are required to have previous knowledge (e.g. Recognition of Prior Learning [RPL] or Recognition of Current Competency [RCC]; **see page 13**).

SUMMARY OF COURSES

As a nationally-recognised training provider, St John Ambulance Australia Inc. (TOID: 88041) delivers the following courses as on January 2018.

QUALIFICATIONS

QUALIFICATION CODE	QUALIFICATION NAME
HLT21115	Certificate II in Emergency Medical Services First Response
HLT31015	Certificate III in Ambulance Communications (Call-taking)
HLT31115	Certificate III in Non-Emergency Patient Transport
HLT31215	Certificate III in Basic Health Care
HLT41015	Certificate IV in Ambulance Communications (Dispatch)
HLT41115	Certificate IV in Health Care



UNITS OF COMPETENCY

UNIT CODE	UNIT NAME
CHCCCS019	Recognise and respond to crisis situations
CPCCWHS1001	Prepare to work safely in the construction industry
CHCPRT001	Identify and respond to children and young people at risk
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID002	Provide basic emergency life support
HLTAID003	Provide first aid
HLTAID004	Provide an emergency first aid response in an education and care setting
HLTAID005	Provide first aid in remote situations
HLTAID006	Provide advanced first aid
HLTAID007	Provide advanced resuscitation
HLTAID008	Manage first aid services and resources
PUAEME005A	Provide pain management
PUAWER001B	Identify, prevent and report potential workplace emergency situations
PUAWER004B	Respond to workplace emergencies
PUAWER008B	Confine small workplace emergencies
SISSSPT302A	Provide initial management of sports injuries
UETDRRF06B	Perform rescue from a live LV panel
UETDRRF10B	Provide first aid in an ESI environment

SKILLS SETS

HLTSS00027	Occupational First Aid Skills Set
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ACCREDITED COURSES

22300VIC	Course in First Aid Management of Anaphylaxis
22282VIC	Course in the Management of Asthma Risks and Emergencies in the Workplace
22303VIC	Course in Verifying the Correct Use of Adrenaline Auto injector Devices



ENROLMENT

St John is committed to encouraging people from diverse cultural backgrounds, disabilities, life skills and experiences, to participate in learning courses.

When you are enrolling to undertake a competency-based program leading to a nationally recognised certificate, the enrolment process may vary depending on the type of qualification you intend to study and on the State or Territory you live in.

Before attending any St John course, you are required to complete an enrolment form, and supply St John with your Unique Student Identifier (USI) (**see page 7**). Successful enrolment is subject to course availability and sufficient enrolments.

If you have a personal health condition or special need such as a hearing impairment, you should indicate this by ticking the special needs section on the enrolment form—or contact your St John State or Territory office, and we will assist you as much as we can.

During the enrolment process, you can apply for a Credit Transfer (CT) or Recognition of Prior Learning (RPL) based on your existing qualifications or skills and knowledge that you have. For further information about CT or RPL, **see page 13**.

The personal information you provide St John on enrolment is treated in strict confidence (see Privacy and Confidentiality, **see page 15**). This information is needed so that St John can provide support and treatment should an emergency arise. The information collected is also reported to governing bodies, such as the National Centre for Vocational Education Research (NCVER) and USI. These organisations require course providers to supply the participant's USI and their study status.

It is your responsibility to read the course information supplied to you, and bring any required resources listed in the course information to your course.

St John reserves the right to end your participation in a course if you fail to follow the Code of Conduct (**see page 10**) and any reasonable directions given to you by your trainer.

ENTRY REQUIREMENTS

Please contact St John or refer to the relevant St John State or Territory website to confirm any prerequisites that you need for entry to the course you are interested in doing. Entry requirements may relate to things such as:

- previous experience
- previous completion of another qualification that is specified as a prerequisite for a course
- levels of language, literacy and numeracy skills appropriate for successful completion of the coursework
- effective performance in the workplace in the 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.



UNIQUE STUDENT IDENTIFIER (USI)

To enroll in a course for a nationally-recognised qualification, you must provide your Unique Student Identifier ([Create your USI](#)).

The USI is a national and individual student number that gives you access to the National Vocational Education and Training (VET) database. The VET database stores all your training results from all providers. With your USI, you will be able to find, collate and authenticate your VET achievements into a single transcript—it also ensures that your training records are not lost. You only need one USI for all of your VET study, and it stays with you for life.

A USI and further information can be obtained by visiting the website, <http://usi.gov.au>.

As a RTO, St John is required to occasionally access your USI account—for example, to search for and retrieve an existing USI if unable to verify a USI.

Therefore, it is important that St John asks for your permission to access your USI account—this request is on the enrolment form.

From 1 January 2018, it is mandatory for Participants to provide an USI at the time of enrolment for all short courses. If a USI number is not provided at the time of enrolment, a statement of attainment cannot be issued. For further information, please refer to the USI website, <http://usi.gov.au>.

ATTENDANCE

St John's courses are conducted face-to-face, in the classroom. Some of the courses are 'blended'—that is, some online pre-learning has to be completed before attending the face-to-face class. It is required that you attend all face-to-face time and remain until the conclusion of the course.

All St John courses are subject to attendance requirements, which are:

- attendance at all scheduled classes
- signing of daily attendance sheets.

Where you are unable to attend a class for medical reasons, you are required to notify the relevant St John State or Territory training centre before the course start time.

FAILURE TO COMPLETE

In the event that you start the course but do not complete it (without first giving St John formal notification of your withdrawal), St John will cancel your enrolment. If any units of competency have been successfully completed before your effective withdrawal, St John will give you a Statement of Attainment on request.



FEES AND REFUNDS

Information on fees, charges and refunds are clearly documented on St John State and Territory websites. Before the course begins, all fees and charges should be paid to the relevant St John State or Territory office.

The St John refund and fees policies inform you of your rights and obligations in regard to student fees, additional costs, and eligibility requirements for refunds.

WITHDRAWAL BEFORE COURSE COMMENCEMENT

If you withdraw from a course before the start of the course (within two (2) weeks of enrolling), a refund of the course fees paid will be made to you, less a 25% non-refundable administration fee.

WITHDRAWAL AFTER COURSE COMMENCEMENT

Once enrolled and you have started the course, a refund will NOT apply. You are considered to have commenced a course once you have received your enrollment details with full access to the course materials.

WITHDRAW DUE TO ILLNESS OR HARDSHIP

If you withdraw from a course or program due to illness or extreme hardship, St John may, at its discretion, give you a refund of the course fees. The following conditions apply:

- you must produce satisfactory evidence of the circumstances of your withdrawal e.g. medical certificates, etc.
- you will forfeit 25% of your enrolment fee as a non-refundable administration fee
- your notice of illness and intention to withdraw must take place at least two (2) weeks before the enrolment end-date
- you must not have completed any assessment tasks or lessons associated with course.

POSTPONING THE COURSE

- If you are unable to attend a course, you may transfer to another available class where written notice of transfer is received at least two (2) business days before the commencement date of the original course, and a vacancy exists in another course. Payment of a \$25 administration fee is required.
- You may receive a full refund (less a \$25 administration fee), where written notice and the enrolment receipt is received at least five (5) business days before the course start date.

CANCELLATION OF A COURSE BY ST JOHN AMBULANCE AUSTRALIA INC.

- Should St John cancel a course for any reason, and you are already enrolled at the time the cancellation is announced, you will be entitled to a full refund. No administrative charges or penalties will be incurred.
- If you have completed units assessed as competent, you will be issued a Statement of Attainment. The cost of these units will be deducted from the refund. If a course is cancelled, you will receive a full refund of fees paid.
- If an organisation has a contractual agreement with St John to deliver training, the course transfer and cancellation policy will be included in the contract.



PARTICIPANT SUPPORT

St John courses are based on the principles of self-directed adult education. It is expected that you will take the responsibility for your own working schedule. However, you will have access to St John's well-trained, supportive and widely experienced staff to help with any queries you may have.

If you have any special needs (including those in relation to language, literacy or numeracy), a relevant disability, medical condition or any other concerns, where possible please raise these concerns with our customer service staff, trainer, assessor or course Training Manager before the course commences—St John will make every effort to accommodate your needs.

If you have difficulty answering questions or require any assistance during the course, simply contact your trainer.

PARTICIPANT FEEDBACK

St John endeavors to continuously improve their courses, so you will be asked to provide feedback about all aspects of your training experience with St John. This will include feedback on the enrolment process, your trainer or assessor, the course content and assessment processes, facilities, etc.

The VET National Participant Outcomes Survey collects information on your reasons for training, employment opportunities, satisfaction with training, and further study outcomes. You may receive a [National Centre for Vocational Education Research \(NCVER\)](#) student survey which may be administered by an NCVER employee, agent or third party contractor. You may choose to opt out of the survey at the time of being contacted.



PARTICIPANT CODE OF CONDUCT

To ensure you receive equal opportunity and gain the maximum benefit from your time with St John, please apply the following rules.

REGULAR AND PUNCTUAL ATTENDANCE

- Arrive on time to class.
- Notice in advance of known absence, lateness or early departure.
- Explain late arrival to your trainer on arrival or return to the classroom.

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

- Contact your trainer between classes if you are experiencing difficulty with the homework or 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 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.
- Come to class appropriately dressed.
- Switch mobile phones to silent or vibrate during class time.
- No form of bullying, harassment or discrimination will be tolerated.

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.
- Respect training facilities.
- Do not damage tables or other property.
- Leave rooms tidy (chairs and tables straight, rubbish in bins) at the end of classes.
- Do not interfere with equipment or materials on display in classrooms.
- Treat the surrounding grounds and car parks with respect: place rubbish in bins, drive in a considerate manner and obey signs.

SAFETY CONSIDERATIONS

- Notify St John of any perceived hazards.
- Always wait in a well-lit area before and after class.
- Notify the trainer of any visitors to the class.

If you are found in breach of the Participant's Code of Conduct, you may be asked to leave the course.



ASSESSMENT ARRANGEMENTS

St John trainers or assessors will deliver courses meeting the *Standards for Registered Training Organisations (RTOs) 2015*. Assessment will be conducted to meet the competency standards. 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 in order to meet the different needs of our participants. These pathways include:

- training and assessment
- assessment only (including challenge tests)
- recognition
- combinations of the above.

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

Workplace assessments give you the opportunity to put your skills and knowledge learnt during your training, into practice in a real work environment. There are a number of programs which may include on-the-job assessment. For example:

- management
- patient transport
- basic health care.

You may be assessed during your work placement in the following ways.

- A third party report to verify that you have demonstrated the required skills and knowledge for your workplace.
- A St John assessor attending your workplace to watch you satisfactorily complete a required assessment task.
- 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.

To successfully complete your course, you must attend all sessions and complete all assessments to a standard deemed to be competent by your trainer.

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 Certificate IV in Training and Assessment.



If you are assessed as Not Yet Competent (NYC), the trainer will give you feedback and you will be allowed a reasonable number of attempts to become competent. If you are assessed NYC after these additional attempts, you will need to repeat the course or subject, at your own expense if you wish to gain competency.

You do have the right to appeal against assessment decisions. You must lodge any assessment appeal within five (5) working days of having received your assessment decision. See Complainants and Appeals, **page 17**.

REASONABLE ADJUSTMENT

'Reasonable adjustment' refers to any changes made to the learning environment, certification requirements, training delivery or assessment method, that are used to help participants with additional needs to access and participate in education and training, on the same basis as those without additional needs.

To be reasonable, adjustments must:

- be appropriate for that person
- be allowable within the training package, accredited course or unit of competency
- not create undue hardship for St John.

The determination of 'reasonable' requires judgment that must take into account the impact on St John and the need to maintain integrity of the course being undertaken.

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.

(Ref: <https://www.ox.ac.uk/students/academic/guidance/skills/plagiarism?wssl=1>)

You are responsible for ensuring the authenticity of your work. In all written work submitted for assessment, you must appropriately acknowledge the sources you used to produce your material.

Plagiarism is a serious issue.

Related forms of collusion and cheating will be treated in the same way as direct plagiarism. This includes:

- submitting your work with the intention to deceive the assessor of your contribution to that work
- Participants separately submitting the same piece of work with the intention to deceive the assessor of the Participant's contribution to the work.



PLAGIARISM GUIDELINES

- St John expects fair and honest behaviour from you, in assessment settings.
- St John aims to provide 'effective learning' that demonstrates knowledge and practical skills of work that has been learnt—referencing your work and providing your own work is part of effective student learning practices.
- Plagiarism (including the plagiarising of another Participant's work) is a dishonest practice, and inconsistent with St John learning practices.
- Intentional plagiarism practices will not be tolerated by St John. Penalties will be placed on any Participant found to have plagiarised any work submitted.

All the work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

You can request a copy of our full plagiarism policy by contacting the RTO Compliance Manager (rto@stjohn.org.au).

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

St John will assist you if you are applying for Credit Transfers (CT) or Recognition of Prior Learning (RPL), for formal recognition of your experience, skills and knowledge obtained through formal or informal learning.

You will need to demonstrate that you have the required skills and knowledge in the accredited course or units of competency you are seeking recognition for, so that St John can formally transfer credits or award RPL towards your current training.

For first aid courses, contact your St John State or Territory office (www.stjohn.org.au or 1300 STJOHN) before the start of the course, to discuss flexible assessment pathways (see Assessment pathways, **page 11**).

CREDIT TRANSFER

Credit Transfer is different from RPL. Credit transfer is the process of granting you credit for equivalent units you have previously completed.

Credit transfer of a qualification or unit of competency is available to all Participants enrolling in any St John training program.

St John will recognise all Australian Qualification Framework (AQF) certificates and statements of attainment.

To be granted CT, you must:

- fill in the CT application form for the units to be credited
- provide St John with an original or certified copy of your qualification (including a list of completed units) or Statement of Attainment, before the commencement of the unit in which the credit is being sought



ASSESSMENT ARRANGEMENTS

Before approving and granting CT, St John will contact the issuing RTO to verify the authenticity of the Statement of Attainment and record of results (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 for the relevant unit of competency.

To apply for CT or RPL, please contact your St John State or Territory office (www.stjohn.org.au or 1300 ST JOHN) before starting your course.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is the process of assessing your prior formal and non-formal learning, to the learning outcomes and units of competency offered by a training organisation.

RPL is available to all Participants enrolled in a nationally-accredited training program. Prior learning may have been attained through work experience, life experience or previous studies.

WHAT IS INVOLVED?

If you believe you have already gained the skills covered by a module, we encourage you to discuss this with your trainer.

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

You can demonstrate your competency in a variety of ways: performing tasks, sharing your stories about how you carry out tasks in the work place, references or written testimonies from past or current employers, or providing a portfolio of work.

FEES FOR CT AND RPL

If you have undertaken study in the past ten years, or in any relevant formal or informal learning, you may be eligible for credit towards your course. You can apply for RPL or CT at the time of enrolment.

You will be advised of the fee on receipt of your enrolment application. The fee will vary depending on the course and units of competency you are seeking RPL or CT for. The fee is calculated on the full course cost minus the individual unit cost.

You will be kept informed of fee requirements during the RPL or CT process.



ST JOHN AMBULANCE POLICIES AND PROCEDURES

PRIVACY AND CONFIDENTIALITY

Protecting your privacy is important to St John and it is important that you understand how the information you give St John, is used. You can get a copy of St John's *Privacy Policy* at www.stjohn.org.au/privacy-policy or by emailing rto@stjohn.org.au

WHY ST JOHN COLLECTS INFORMATION FROM YOU

St John collects your personal and training information to:

- ensure compliance with relevant national and state and territory 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.

WHO ST JOHN PROVIDES INFORMATION TO

St John will only use or disclosure your personal information when:

- you give your consent for St John to do so
- you would reasonably expect St John to use or disclose the information to relevant bodies
- when a permitted general situation exists in accordance with the *Australian Privacy Principles (APP6, clause 6.2)*.

St John is required under the *National Vocational Education and Training Regulator Act 2011* (the Act) and our funding arrangements to provide your information to:

- Commonwealth, State and Territory government departments, agencies or statutory bodies
- Vocational Education and Training Regulators, and Admission Bodies.

St John may, from time to time, provide information to the St John RTO Partners for statistical, marketing and research purposes. Should this occur, St John will take all necessary steps to ensure that your information is de-identified.

DISCLOSURE TO THIRD PARTIES

During your training, there may be circumstances that will require St John to discuss your progress with an appropriate third party, such as your employer. There may also be a need to examine workplace samples for the purposes of assessment. All discussions with any third party will be strictly confidential.

If you are under the age of 18 years, St John may share information with your parent or legal guardian, or any other relevant, legally-appointed person.



HOW ST JOHN COLLECTS INFORMATION FROM YOU

St John collects information from the enrolment process. St John aims to collect information directly from you and not from third parties other than those parties stipulated under the *Act*.

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 endeavor to protect your information from misuse, interference, loss and unauthorised access.

Your information is stored according to the *Act*, and the requirements of the *Standards*. This information may be stored securely for an appropriate (or state- or territory-legislated) period. Information is disposed of in a secure manner that include 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

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, contact 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

ACCESS AND EQUITY

St John recognises the importance of access to, and equity of, training and education. St John is committed to ensuring that their staff and Participants can avail themselves of 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 and territory legislation, discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

Participants with language, literacy and numeracy (LLN) 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. Catering for the differences may involve adapting the physical environment, equipment, and the training and assessment materials for the Participant.

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



COMPLAINTS AND APPEALS

St John is committed to ensuring that a fair and equitable service is delivered to all of 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:

FOR PARTICIPANTS

STEP 1. You are encouraged to discuss the complaint, appeal, concern or grievance with the trainer of the course in which you are enrolled.

STEP 2. Failing satisfactory resolution of the grievance with the trainer, you may lodge a written complaint or appeal with the RTO Compliance Manager (rto@stjohn.org.au).

FOR OTHER CLIENTS

Where a complaint is raised (by anyone other than a Participant) about the policies, procedures, services or products offered by St John, they may lodge a written complaint with the RTO Compliance Manager (www.stjohn.org.au).

COMPLAINTS PERTAINING TO A ST JOHN RTO PARTNER

FOR PARTICIPANTS

STEP 1. You are encouraged to discuss the complaint, appeal, concern or grievance with the trainer of the course in which you are enrolled.

STEP 2. Failing satisfactory resolution of the grievance with the trainer, you may lodge a written complaint or appeal with the RTO Partner Training Manager (contact your St John state or territory office: www.stjohn.org.au or 1300 ST JOHN).

STEP 3. Failing satisfactory resolution with the RTO Partner, you may lodge a written complaint or appeal with the RTO Compliance Manager (rto@stjohn.org.au).

FOR OTHER CLIENTS

Where a complaint is raised (by anyone other than a Participant) about the policies, procedures, services or products offered by a St John RTO Partner, they may lodge a written complaint with the RTO Compliance Manager (rto@stjohn.org.au).

PROCEDURES

- Depending on the circumstances of each individual case, St John may need to inform 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.
- A person making a complaint or seeking appeal may, at any point during the complaint or appeals process, engage a support person or advocate.
- At any time during a complaint or appeals process, St John reserves the right to refer the matter to expert legal advice.
- St John will acknowledge receipt of a complaint or appeal within seven (7) business days of receipt.



- St John aims to investigate and finalise a complaint or appeal within thirty (30) working days of acknowledgement of receipt of the complaint or appeal. Where the investigation is expected to exceed thirty (30) days, St John will inform the complainant in writing, including the reason(s) for extension. St John will regularly update the complainant on the progress of the complaint or appeal.
- Complaint proceedings must be commenced within one (1) year of the alleged event in question.
- Appeals must be received within 14 days of the decision being received by the Participant.
- You can request a copy of St John's *Complaints and appeals policy* by contacting the RTO Compliance Manager (rto@stjohn.org.au).

CHANGES TO PERSONAL DETAILS

It is your responsibility to notify St John in writing of any changes of name, address or contact details which occur during your studies with us. You can give these changes to your trainer or assessor, or contact your St John State or Territory office (www.stjohn.org.au or 1300 ST JOHN), or contact the RTO Compliance Manager (rto@stjohn.org.au).

ACCESS TO RECORDS

You are welcome to access your records at any time by writing to your St John State or Territory office (www.stjohn.org.au or 1300 ST JOHN) or the RTO Compliance Manager (rto@stjohn.org.au).

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, which include:

- taking reasonable care of you 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 which are provided for safety
- co-operating with any reasonable policy or procedure that is provided for safety.

Please report any injury, illness or near miss to your trainer or assessor.



NOTES

A series of horizontal dotted lines for writing notes.



St John