



**St John Ambulance Australia**

**Student information handbook**

## Contents

Welcome.....	2
Terms and Conditions.....	3
About your training.....	3
Course delivery.....	3
Course enrolment.....	3
Unique Student Identifier.....	3
International Students.....	4
Course fees.....	4
Unable to attend classes and refunds.....	4
Student support.....	4
Student feedback.....	4
Student code of conduct.....	5
Assessment Arrangements.....	6
Assessment pathways.....	6
Reasonable adjustment.....	7
Plagiarism.....	7
Credit transfer and recognition of prior learning.....	8
Credit transfer.....	8
Recognition of prior learning.....	8
Applying for credit transfer or RPL.....	8
St John Ambulance policies and procedures.....	9
Privacy and confidentiality.....	9
Access and equity.....	10
Complaints and appeals.....	11
Changes to personal details.....	12
Access to records.....	12
Work health and safety.....	12

## Welcome

Welcome to St John Ambulance Australia.

This booklet has been provided to help you understand our obligation to you as a student and your obligation as a student undertaking a course with St John Ambulance Australia. It is important that you take the time to read and understand this booklet to ensure you know your rights and responsibilities.

If you have any concerns or questions please contact us via phone or email.

National Training Manager  
St John Ambulance Australia  
PO Box 292  
Deakin West ACT 2600  
Email: [training@stjohn.org.au](mailto:training@stjohn.org.au)

National RTO Coordinator  
St John Ambulance Australia  
PO Box 292  
Deakin West ACT 2600  
Email: [rto@stjohn.org.au](mailto:rto@stjohn.org.au)  
Phone: 02 62399207

Our head office is located at:  
10–12 Champion Street  
Deakin West, ACT 2600

St John Ambulance Australia is a registered training organisation (RTO 88041) which provides nationally recognised training and accredited course to meet national, state and territory regulations. These include courses in:

- first aid
- training and assessment
- management
- health care.

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

Superseded version	New version	New version date	Review date	Changes
Version 3	Version 3.1	December 2016	December 2018	Added refund policy
Version V2	Version V3	September 2016	July 2017	Updated privacy statement to include information that was contained on the enrolment form

## Terms and Conditions

All St John Ambulance Australia (RTO 88041) prospective and existing course participants are required to familiarise themselves with the terms and conditions as set out in this Handbook.

St John Ambulance Australia recommends that you always 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 [www.stjohn.org.au](http://www.stjohn.org.au)

## About your training

### Course delivery

St John Ambulance Australia courses may be delivered by RTO Partners, including each state/territory St John Ambulance organisation. The RTO Partner organisations have an agreement in place and are authorised to deliver training on behalf of St John Ambulance Australia Inc. (RTO 88041).

St John Ambulance Australia 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
- blended options: pre-learning with face-to-face delivery
- combination of Recognition and face-to-face delivery
- assessment only pathways

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 Ambulance reserves the right to end your involvement in a course if you fail to follow the reasonable directions, policies or procedures communicated to you by the trainer.

### Course enrolment

Prior to attending any St John Ambulance Australia course, all participants are required to complete an enrolment form and supply St John with their Unique Student Identifier (see section below. Successful course enrolment is subject to availability and sufficient enrolments.

### Unique Student Identifier

When undertaking courses in the Vocational Education and Training (VET) sector such as first aid, you will be required to have a Unique Student Identifier (USI). A USI is a reference number which will allow an individual's training undertaken in VET sector to be linked so that an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

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

Once you have created a USI, you will need to provide this at enrolment for each RTO you study with so that your training outcomes can be linked to your USI account.

## **International Students**

If you are currently in Australia on a student visa, you are not permitted to undertake a full-time course with St John Ambulance Australia. St John is not registered with CRICOS to deliver any full-time course and it is therefore against the law for us to offer our full-time courses to international students. Currently, this does not apply to first aid courses. If you are in Australia on a student visa and wanting to do a St John full-time course with us, please contact St John to discuss your situation.

## **Course fees**

Fees and charges are available on request from St John in your State or Territory prior to enrolling into your course. Any fees and charges will need to be paid to St John in your State or Territory.

## **Unable to attend classes and refunds**

1. If a participant is unable to attend a class:
  - 1.1. They may transfer to another class where written notice of transfer is received at least two business days prior to the commencement date of the original class, a vacancy exists in the new class and payment of a \$25 administration fee.
  - 1.2. They may receive a full refund, less an administration fee of \$25, where written notice, along with presentation of the receipt, is received at least five business days prior to the class commencement date.
2. A substitute participant may attend a class at no extra charge provided that St John receives notice prior to the course date, and the replacement participant has completed any required reading and/or course pre-requisites.
3. If a class is cancelled, students will receive a full refund of fees paid.
4. 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.

## **Student support**

St John Ambulance courses are based on the principles of self-directed adult education. It is expected that candidates will take the responsibility for their own working schedule. However, you will have access to our 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 or condition, or any other concerns, you should raise these with your trainer/assessor or course coordinator before the course commences where possible, and we will make every effort to accommodate your needs.

If you have difficulty answering questions or require course assistance, simply contact your trainer. We will endeavour to answer your queries within 24 hours (except on weekends and public holidays). We are here to support you every step of the way.

## **Student feedback**

St John Ambulance values and needs your feedback about our courses and customer service. All students are requested to complete student feedback and survey forms.

## Student code of conduct

To ensure all course participants receive equal opportunity and gain the maximum benefit from their time with us, these rules apply to all participants that attend our courses.

### 1. Regular and punctual attendance

- arrive on time to class
- advise in advance of known absence, lateness or early departure
- explain absence to trainer on arrival/return to classroom.

### 2. 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 medical certificate or statutory declaration to support this absence
- negotiate a time with your trainer to catch up on this task as soon as possible.

### 3. Responsible, respectful and cooperative behaviour

- treat staff and fellow students in a respectful manner
- respect the property of other people
- do not use offensive language
- avoid disrupting/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.

### 4. 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.

### 5. Respect training facilities

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

### 6. Safety considerations

- notify St John of any perceived hazards
- before and after class, always wait in a well-lit area
- please notify the trainer of any visitors to the class.

Students found in breach of the Student Code of Conduct may be asked to leave the course.

## Assessment Arrangements

Trainers/assessors will deliver courses to meet the *Standards for Registered Training Organisations (RTOs) 2015*. Assessment will be conducted to meet the competency standards. Participants who are deemed as competent will receive a Statement of Attainment or Certificate, depending on the course they are completing.

### Assessment pathways

St John Ambulance Australia offers flexible assessment pathways in order to meet different needs of our participants. These pathways include:

- Training and assessment pathway
- Assessment only pathway (including challenge tests)
- Recognition pathway
- Combinations of the above

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

Workplace assessments give participants opportunities to put the skills and knowledge developed through their training into practice in a real work environment. There are a number of programs which may include on-the-job assessment. For example:

- Management
- Training and Assessment.

Participants may be assessed, during workplace assessment, in the following ways:

- Third party reports to verify that a participant has demonstrated the required skills and knowledge.
- A St John Ambulance assessor attending the workplace to observe the participant completing the required assessment task satisfactorily.
- Participants may be required to keep a log/diary/portfolio around their workplace assessments depending on the course requirements.
- The assessor will discuss where needed the log/diary/portfolio with the participant to verify the knowledge and skills 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/on the job training it is your responsibility to ensure you will 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/assessor who holds a Certificate IV in Training and Assessment.

If a participant is deemed Not Yet Competent (NYC), they will be given feedback and allowed reasonable additional attempts to become competent. If the participant is deemed NYC after these additional attempts, they will need to repeat the course/subject at their own expense if they wish to gain competency.

Participants have the right to appeal against assessment decisions. Any appeal related to assessment must be lodged within five (5) working days of the assessment decision being notified to the participant. Please see complaints and appeals section of this document.

## **Reasonable adjustment**

Reasonable adjustment refers to any modification made to the learning environment, certification requirements, training delivery or assessment method 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, must not create undue hardship for St John Ambulance Australia and must be allowable within the training package, accredited course or unit of competence. The determination of “reasonable” requires judgment that must take into account the impact on the organisation and the need to maintain integrity of the course being undertaken.

## **Plagiarism**

Plagiarism is a type of cheating which involves the use of published or unpublished works of others and misrepresenting the material as one's own work.

Students must ensure the authenticity of their work. In all written work submitted for assessment students must acknowledge the sources of their material appropriately. Plagiarism is a serious issue and students must ensure that all information is acknowledged appropriately.

Related forms of collusion and cheating will be treated in the same way as direct plagiarism include: Submitting assessment work with the intention to deceive the assessor as to the contribution made by the student submitting the work. Students separately submitting the same piece of work with the intention to deceive the assessor as to the contribution they have made to the assessment task.

### **Guidelines**

1. St John Ambulance Australia expects fair and honest behaviour by students in assessment settings
2. The object of this RTO is to provide effective learning. Effective learning requires demonstrated knowledge and practical skills of work that has been learnt.
3. Referencing work and providing one's own work is part of effective student learning practices.
4. Plagiarism (including the plagiarising of other student's work) are dishonest practices and inconsistent with learning within St John Ambulance Australia.
5. Intentional plagiarism practices will not be tolerated by St John Ambulance Australia and penalties will be placed on any student found to have plagiarised any work submitted.

You can request a copy of our full plagiarism policy by contacting the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).



## **Credit transfer and recognition of prior learning**

### **Credit transfer**

Credit transfer is the process of granting a participant with credit for accredited relevant study they have previously completed. St John will recognise all Australian Qualification Framework (AQF) certificates and statements of attainment.

In order to be granted credit transfer, the participant must provide St John with an original or certified copy of their qualification (including a list of completed units) or statement of attainment, preferably before the commencement of the unit in which the credit is being sort.

Where the previously attained qualification/statement of attainment does not meet the AQF or the unit of competency, you will be directed to either apply for recognition of prior learning or undertake the competency assessment.

### **Recognition of prior learning**

Recognition of prior learning (RPL) is the process of assessing a participants' prior formal and non-formal learning to the learning outcomes/units of competency offered by a training organisation. It is available to all individuals enrolled in a nationally accredited training program and 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 competence in a variety of ways including 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 work samples in a portfolio.

### **Applying for credit transfer or RPL**

St John Ambulance Australia will assist participants seeking credit transfer or RPL for formal recognition of their experience, skills and knowledge obtained through either, formal or informal learning.

In order for St John Ambulance to formally recognise a participant's competencies and award credit or RPL towards a participant's current training, the participant will need to demonstrate that they have the skills and knowledge as outline in the accredited course or units of competency they are seeks recognition for.

Should a participant wish to apply for credit transfer and/or recognition of prior learning a kit is available from your trainer/assessor.

# St John Ambulance policies and procedures

## Privacy and confidentiality

Protecting your privacy is important to St John Ambulance Australia (St John) and it is important that you understand how the information we collect from you is used. You can freely obtain a copy of St John's Privacy Policy at [www.stjohn.org.au/privacy-policy](http://www.stjohn.org.au/privacy-policy) or by emailing [finance@stjohn.org.au](mailto:finance@stjohn.org.au).

## Why we collect information from you

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

## Who we provide information to

St John will not use or disclosure information about you unless:

- you consent for us to do so
- you would reasonably expect St John to use or disclose the information
- 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/or our funding arrangements to provide your information to:

- Commonwealth and state/territory government departments, agencies or statutory bodies
- Vocational Education and Training Regulators and Admission Bodies.

We may, from time to time, provide information to other (Australian) St John entities for statistical, marketing and research purposes. Should this occur, we 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 Ambulance Australia to discuss your progress with an appropriate third party, such as an 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 or have special needs, St John may share information with your parent or legal guardian, or any other relevant legally appointed person.

## How we collect information from you

We collect information in online formats and via paper-based enrolment forms. We aim to collect information directly from you and not from third parties, other than those parties stipulated under the *National Vocational Education and Training Regulator Act 2011*.

## **Security and storage of your information**

We take all reasonable steps to ensure that the information we collect from you is stored securely. We endeavour to protect your information from misuse, interference, loss and unauthorised access.

Your information is stored on electronic student management systems or in hard copy format in line with the Act and the requirements of the *Standards for Registered Training Organisations 2015*. This information may be stored securely for an appropriate or state/territory legislated period then disposed of in a secure manner (including the use of externally contracted document disposal companies), entered into the online system, and/or stored in secure local servers.

St John may contract third party IT providers for information storage purposes, including JobReadyRTO. JobReadyRTO are software providers that use a cloud-based platform to collect information on behalf of training organisation, all data however remains the property of St John Ambulance Australia. JobReadyRTO use a third party hosting provider to store their information on their behalf. JobReadyRTO advises that all data is stored by the third party onshore in Australia. JobReadyRTO's Privacy Statement is available at their website [www.jobready.com.au](http://www.jobready.com.au).

## **Making a complaint about a breach of privacy**

Sometimes, St John might get things wrong. If you have a concern about your privacy, you have the right to make a complaint and we will do everything we reasonably can to rectify the situation. If you wish to make a complaint, contact us at [finance@stjohn.org.au](mailto:finance@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 by calling them on 1300 363 992, online at [www.oaic.gov.au](http://www.oaic.gov.au), via email at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au), or writing to the Office of the Australian Information Commissioner, GPO Box 2999, Canberra ACT 2601.

## **Access and equity**

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

St John Ambulance Australia will not, in line with Australian federal and state 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 Ambulance training courses. Catering for the differences may involve adapting the physical environment, equipment and the training and assessment materials for the learner.

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

## Complaints and appeals

St John Ambulance Australia (SJAA) is committed to ensuring that we deliver a fair and equitable service to all of our clients. If at any time during your dealings with us you have any concerns about training, assessment or service we encourage you to:

For participants

1. In the first instance, participants are encouraged to discuss the complaint, appeal, concern or grievance with the trainer of the course in which they are enrolled.
2. Failing satisfactory resolution of the grievance with the trainer, the student may lodge a written complaint or appeal with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

For other clients

1. Where a complaint is raised by anyone other than a student about the policies, procedures, services or products offered by SJAA, the person may lodge a written complaint with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

### *Complaints pertaining to a SJAA RTO Partner*

For participants

1. In the first instance, participants are encouraged to discuss the complaint, appeal, concern or grievance with the trainer of the course in which they are enrolled.
2. Failing satisfactory resolution of the grievance with the trainer, the student may lodge a written complaint or appeal with the Manager in the RTO partner, please contact the partners head office.
3. Failing satisfactory resolution with the RTO partner, the student may lodge a written complaint or appeal with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

For other clients

2. Where a complaint is raised by anyone other than a student about the policies, procedures, services or products offered by a RTO partner, the person may lodge a written complaint with the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

Depending on the circumstances of each individual case, SJAA may need to inform any person who is the subject of an investigation or allegation, or 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, SJAA reserves the right to refer the matter for expert legal advice.

The complaint or appeal will be dealt with in a timely manner and will acknowledge receipt of a complaint or appeal within seven (7) business days of receipt.

St John Ambulance Australia 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 and/or finalisation of the complaint or appeal is expected to exceed thirty (30) days, SJAA will inform the complainant in writing, including the reason(s) for extension, and regularly update them on the progress of the matter.

Complaints proceedings must be commenced within one year of the alleged event in question.

Appeals must be received within 14 days of the decision being received by the student.

You can request a copy of our complaints and appeals policy by contacting the RTO Coordinator via email to [rto@stjohn.org.au](mailto:rto@stjohn.org.au).

## **Changes to personal details**

It is your responsibility to notify us in writing of any change of name, address or contact details, which occur during the term of your studies with us. This can be done via your trainer/assessor or by contacting St John Ambulance in the state/territory you undertook your training or by contacting either, the RTO Coordinator ([rto@stjohn.org.au](mailto:rto@stjohn.org.au)) or National Training Manager ([training@stjohn.org.au](mailto:training@stjohn.org.au)).

## **Access to records**

You are welcome to access your records at any time by writing to St John in your State or Territory or the RTO Coordinator ([rto@stjohn.org.au](mailto:rto@stjohn.org.au)).

## **Work health and safety**

St John Ambulance has a responsibility to ensure the health and safety of its employees, volunteers, course participants, visitors and patients. Participants also have certain responsibilities, these include:

- taking reasonable care of their own health and safety
  - e.g. advising the trainer of existing injuries or circumstances that may prevent them undertaking an activity
- taking reasonable care of that their 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.