

First Aid Course Booking Terms and Conditions – Individual Bookings

First aid course pricing

- ▶ All course prices listed on the website are correct as at March 2016.
- ▶ All course prices and scheduled dates are subject to change without notification, however every effort will be made to ensure this does not occur.
- ▶ If you are a concession card holder and are eligible for a discount on the price of your first aid course, you must ensure you bring this form of concession identification with you on the day of your course.

Course enrolment changes or amendments to student details

- ▶ Every student enrolled in a St John first aid course is responsible for their own booking and for ensuring St John is updated with their correct personal information should this change from the time of the booking being made.
- ▶ No third party is permitted to cancel, transfer or amend another participant's course booking or personal information.

Course Transfer Policy

- ▶ No transfer fee will apply where a minimum of 10 business days' notice is given prior to the course date.
- ▶ A first aid course booking may only be transferred once, and may only be transferred by the participant enrolled in the course and not by a third party.
- ▶ Fees may apply for late transfers that are requested less than 10 business days prior to the course date.

Course Cancellation Policy

- ▶ A full refund will be given where a minimum of 10 business days' notice to cancel is given prior to the course date.
- ▶ A 50% refund will apply where between 5 and 9 business days' notice is given prior to the course date.
- ▶ No refund will be given where less than 5 business days' notice is given prior to the course date.

Promotional Codes, Discounts and Discount Offers Linked with Third Party Memberships

- ▶ St John Ambulance Western Australia limits the use of discounts, to one (1) discount per person, per first aid course booking transaction. This applies to any sort of discount offered by St John, whether it be concessional discount, a promotional discount offer or other.
- ▶ Where a promotional discount has been used, the terms and conditions associated with the promotional offer will override the First Aid Course Booking Terms and Conditions that are outlined in this document.
- ▶ No refund will be given for any courses booked using a promotional or discount code.
- ▶ By using your RAC membership to redeem a discount on St John first aid courses and kits, you agree to St John reporting back to RAC WA Pty Ltd and their website analytics company on the details on of your purchase.

Pre-Learning Material

- ▶ Where applicable, participants will receive a link in their confirmation email to access online pre-learning material and assessment. **The pre-learning must be completed prior to attending the course.**

Provision of Statement of Attainment (Certificate)

- ▶ A statement of attainment (certificate) will be provided to participants who successfully complete an accredited course or qualification.
- ▶ Participants must create a Unique Student Identifier (USI) prior to booking any accredited training with St John Ambulance WA in order to receive their certificate upon successful completion of their training. St John will verify participant's USI number at the time of booking. Without a valid USI number, St John will not be able to issue a participant with their certificate.
- ▶ Participants who require a hardcopy reprint of their certificate will be required to pay an administration fee of \$15.

Participant Declaration

In agreeing to these booking terms and conditions, participant's acknowledge that they have also read and fully understood provided information on:

- ▶ Full Course code and titles
- ▶ Modes of delivery and assessment
- ▶ Course venues
- ▶ Pre enrolment and enrolment requirements
- ▶ Education and support services
- ▶ Course fees and cancellations
- ▶ Complaints and appeals procedure
- ▶ Participant rights and obligations; and
- ▶ Third party providers