

# Participant Handbook

## 2019-2020



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

## ST JOHN AMBULANCE AUSTRALIA LTD 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 Ltd 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.

## DISCLAIMER

The *Participant Handbook 2019–2020* contains information that is correct at the time of publishing. 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 the St John office in the relevant state or territory office.

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# WELCOME

Welcome to St John Ambulance Australia Ltd.

Thank you for choosing St John Ambulance Australia Ltd (St John) as your Registered Training Organisation (RTO).

St John delivers nationally recognised qualifications and units of competency. We believe the best way to learn is through experience, so our courses provide practical classes 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 individuals.

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

The *Participant 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 provide to you. The handbook also highlights our obligation to you, the participant, and your obligation as a participant undertaking a course with us.

Please take the time to read and understand this booklet to ensure you know your rights and responsibilities. St John recommends you always refer to the online version of this handbook to ensure you are receiving the most up-to-date information. The handbook is available on each state and territory St John website.

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](#)).

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 Champion Street, Deakin ACT 2600 PO Box 292, Deakin West ACT 2600
phone	(02) 6295 3777 1300 ST JOHN (360 455)
facsimile	(02) 6239 6321
email	National Training and Innovation Manager <a href="mailto:training@stjohn.org.au">training@stjohn.org.au</a> National RTO Compliance Manager <a href="mailto:rto@stjohn.org.au">rto@stjohn.org.au</a>
website	<a href="http://www.stjohn.org.au">www.stjohn.org.au</a> For more information, refer to your state or territory St John website (below).
office hours	Monday to Friday 9:00 am to 5:00 pm

## Partner locations

AUSTRALIAN CAPITAL TERRITORY	<a href="http://www.stjohnact.com.au/">http://www.stjohnact.com.au/</a> <a href="mailto:coursebookings@stjohnact.com.au">coursebookings@stjohnact.com.au</a>	(02) 6282 2399
NEW SOUTH WALES	<a href="http://www.stjohnnsw.com.au/">http://www.stjohnnsw.com.au</a> <a href="mailto:customer.service@stjohnnsw.com.au">customer.service@stjohnnsw.com.au</a>	(02) 9745 8888
NORTHERN TERRITORY	<a href="http://www.stjohnnt.org.au/">http://www.stjohnnt.org.au/</a> <a href="mailto:training@stjohnnt.asn.au">training@stjohnnt.asn.au</a>	1300 78 5646
QUEENSLAND	<a href="http://www.stjohnqld.com.au/">http://www.stjohnqld.com.au/</a> <a href="mailto:enquiries@stjohn.qld.com.au">enquiries@stjohn.qld.com.au</a>	1300 78 5646
SOUTH AUSTRALIA	<a href="http://www.stjohnsa.com.au/">http://www.stjohnsa.com.au</a> <a href="mailto:courses@stjohnsa.com.au">courses@stjohnsa.com.au</a>	1300 78 5646
TASMANIA	<a href="http://www.stjohntas.org.au/">http://www.stjohntas.org.au/</a> <a href="mailto:tasmania@stjohntas.org.au">tasmania@stjohntas.org.au</a>	1300 78 5646
VICTORIA	<a href="http://www.stjohnvic.com.au/">http://www.stjohnvic.com.au/</a> <a href="mailto:customer.service@stjohnvic.com.au">customer.service@stjohnvic.com.au</a>	1300 78 5646

# ABOUT ST JOHN AMBULANCE AUSTRALIA

Active in Australia for over 135 years, St John Ambulance Australia Ltd 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 Ltd (TOID: 88041) is registered with the Australian Skills Quality Authority (ASQA) to provide a range of accredited courses, nationally recognised within the Australian Qualifications Framework (AQF) These include courses in:

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

St John courses may be delivered by way of partnership agreements (e.g. with the individual state and territory St John organisations). These partners have an agreement in place, and are authorised to deliver training on behalf of St John Ambulance Australia Ltd (TOID: 88041).

The St John partnerships exist in:

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

See [Contact details](#) for your state or territory St John office.

## Mission

St John Ambulance Australia's mission is to make first aid a part of everybody's life with at least one person educated, equipped and prepared to provide first aid in every home and workplace, and at every 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 emphasizes 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.

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

# COURSES

## COURSE INFORMATION AND DELIVERY

St John courses are delivered by our Registered Training Organisation (RTO) Partners, including each state and territory St John organisation. The RTO Partner organisations have an agreement in place and are authorised to deliver training on behalf of St John Ambulance Australia Limited (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, the following:

### Face-to-face training and assessment

St John provides learning in their training facilities or on-site at your own workplace with industry-experienced teachers allowing you to learn in an interactive 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 on-line 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]).

## SUMMARY OF COURSES

As a training provider, St John Ambulance Australia Ltd (TOID: 88041) delivers the following courses as on **30 June 2019**.

### Certificates

CODE	NAME
HLT21015	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
TAE40116	Certificate IV in Training and Assessment
BSB42015	Certificate IV in Leadership and Management

### Units of competency

CODE	NAME
CHCCCS019	Recognise and respond to crisis situations
CHCPRT001	Identify and respond to children and young people at risk
CPCCWHS1001	Prepare to work safely in the construction industry
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
HLTWHS005	Conduct manual tasks safely
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

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### Accredited courses

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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

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### Skills sets

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HLTSS00027	Occupational First Aid Skills Set
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\*These units of competency will be updated before the end of the transition period.

# TERMS AND CONDITIONS

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

- client information
- confidentiality
- complaints and appeals
- fee structure
- guarantee
- training standards
- marketing
- access and equity
- work and occupational health and safety (WHS/OHS)

Enrolment into a qualification or unit of competency with St John is subject to the terms, conditions or policies outlined in this Handbook.

## 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 (on-line or hard copy), and supply St John with your [Unique student identifier \(USI\)](#). 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 state or territory St John office, and we will assist you as much as possible.

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

The personal information you provide St John on enrolment is treated in strict confidence (see [Privacy and confidentiality](#)). 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.

It is essential you carry proof of identity at the time of attending the course. The following documents can be used as proof of identity. Other documents may be used as long as the document provides the participant's full name and photograph, as a minimum. Those documents can be your:

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

## CONTRACT ARRANGEMENTS

Before you complete and sign the St John enrolment form, please ensure you have read all the Terms and Conditions (and the rest of the *Participant Handbook*) and understand the content. If you do not understand anything, it is your responsibility to ask for assistance.

By completing and submitting the St John enrolment form, you are acknowledging you have read and understood all the content in the *Handbook* and will abide by the information contained in them.

When a participant accepts a place offered by St John and the fees are paid, a binding contract is created between the participant and St John regardless of whether a third party (e.g. 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 state or territory St John website ([Contact details](#)).

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

## ENTRY REQUIREMENTS

Please contact St John or refer to the relevant state or territory St John website to confirm any prerequisites that you need for entry to the course you are interested

in doing. Entry requirements can relate to things such as:

- previous workplace 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 reference number made up of ten characters (numbers and letters) that:

- create a secure on-line record of your recognised training and qualifications gained in Australia from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed on-line—anytime and anywhere
- is free and easy to create
- stays with you for life.

Your USI transcript will give you access to an on-line record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating prerequisites when undertaking further training. A USI and further information can be obtained by visiting the website <http://usi.gov.au>.

As an 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 St John ask 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 a USI at the time of enrolment for all short courses. If a USI 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>.

## LANGUAGE, LITERACY AND NUMERACY

Participants undertaking a qualification will be required to undertake a language, literacy and numeracy (LLN) skills analysis to ensure they can successfully participate in St John courses.

It is your responsibility to tell St John of any information relevant to your individual learning requirements, including LLN levels.

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

**NOTE** If an individual participant's needs are not identified or made known before attending a St John course, St John may not be able to adequately cater for those needs within the specified delivery mode of the course.

## ATTENDANCE

St John's courses are conducted face-to-face, in the classroom and on-line. Some of the courses are 'blended'—that is, there is on-line pre-learning to be completed before attending the face-to-face component. 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.

If you are unable to attend a class for medical reasons, you must notify the relevant state or territory St John 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 state and territory St John websites. Before the course begins, all fees and charges should be paid to the relevant state or territory St John office.

The refund and fees policy informs you of your rights and obligations in regard to student fees, additional costs, and eligibility requirements for refunds.

If you are unable to attend a class:

- you may transfer to another class where written notice of transfer is received at least two (2) business days before the commencement date of the original class, provided a vacancy exists in the new class. A \$25 administration fee may be charged
- you may receive a full refund where notice of cancellation, along with presentation of the receipt, is received at least five (5) business days before the class commencement date. A \$25 administration fee may be charged.

A substitute participant may attend a class at no extra charge if St John receives notice prior to the course date, and the replacement participant has completed any required reading and course prerequisites. This arrangement is 'subject to approval of St John Ambulance Australia'.

If a class is cancelled, you will receive a full refund of fees paid.

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 may attract a fee. If your application attracts a fee, you will be advised before the RPL process commences.

When you pay more than \$1500 in course fees before the course starts, SJAA will ensure that a bank guarantee is held for an amount no less than the total amount of prepaid fees in excess of \$1500 per participant.

## 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 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, please advise 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 about your trainer or assessor, the enrolment process, course content, 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.
- 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 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 outstanding 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 classroom 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, car parks, eating areas with respect: place rubbish in bins, drive in a considerate manner, obey signs, etc.

## 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 (above), you may be asked to leave the course.

## NATURE OF GUARANTEE

This Nature of Guarantee applies if:

- St John becomes insolvent
- a course is removed from scope by the regulator
- the regulator 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, then St John will arrange for agreed training and assessment to be completed through another RTO (no fees will be incurred).

# ASSESSMENT

St John trainers or assessors will deliver courses meeting the [Standards for Registered Training Organisations \(RTOs\) 2015](#). Assessments 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, workplace assessments, and 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 several programs which may include on-the-job assessment. For example:

- management
- patient transport
- basic health care
- training and assessment.

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.

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 Diploma of Vocational Education and Training.

## ASSESSMENT STANDARDS

To successfully complete your course, you must attend all sessions and complete all assessments to a standard deemed to be 'Competent' (C) by your trainer.

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 be deemed '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 [Complaints and appeals](#).

## REASONABLE ADJUSTMENT

'Reasonable adjustment' refers to any changes made to the learning environment, certification requirements, training delivery or assessment methods 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 consider the impact on St John, and the need to maintain integrity of the course being undertaken.

## CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

If you have undertaken study previously or have participated in any relevant formal or informal learning, you may be eligible to have that previous learning acknowledged in the course you are doing.

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. This will enable St John to formally transfer credits (CT) or recognise prior learning (RPL) relevant to the course you are undertaking.

To apply for CT or RPL, please contact your state or territory St John office ([Contact details](#)) before starting the course.

For first aid courses, contact your state or territory St John office ([Contact details](#)) before the start of the course, to discuss flexible assessment pathways ([Assessment pathways](#)).

## Credit transfer

A credit transfer (CT) is different from recognition of prior learning (RPL). A CT is the process of granting the participant credit for accredited (and relevant) study they 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, the participant must:

- fill in the CT application form for the units to be credited
- provide St John with an original or certified copy of qualifications (including a list of completed units) or Statement of Attainment. This must be provided before commencement of the unit in which the credit is being sort.

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.

## Recognition of prior learning

Recognition of Prior Learning (RPL) is the process of assessing the participant's previous formal and informal learning against learning outcomes and units of competency offered by a training organisation.

RPL is available to all participants enrolled in a nationally accredited qualification or unit of competency. Prior learning may have been attained through work or life experiences or previous studies.

If you believe you have already gained the skills covered by the St John course you have enrolled in, please contact your state or territory St John office ([Contact details](#)) before starting the course.

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

You can demonstrate competency in a variety of ways: performing specific tasks; sharing experiences about how workplace tasks were done; references or written testimonies from past or current employers; or providing a portfolio of work.

## Fees for CT and RPL

You will be advised of the fee on receipt of you application for RPL or CT — the fee will vary depending on the course and units of competency for which RPL or CT is being sought.

The fee is calculated on the full course cost minus the individual unit cost. St John does not charge for any credit transfers that are 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. [Citation](#)

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. 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 their 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](mailto:rto@stjohn.org.au)).

# POLICIES AND PROCEDURES

## LEGISLATIONS AND STANDARDS

St John Ambulance Australia is an Equal Opportunity Organisation engaged in the provision of nationally recognised training as an RTO registered under the National VET Regulator, Australian Skills Quality Authority (ASQA).

St John policies and procedures dictate a strict adherence to relevant state, territory and Federal legislations relating to safety, industrial relations, and access and equity.

All nationally recognised training qualifications and units of competency will be delivered in line with the standards set by ASQA and relevant state, territory and Federal authorities.

All St John employees are expected to promote and embrace St John's policies and procedures.

At St John, meet all the relevant state, territory and Federal legislation requirements as well as the RTO standards.

The relevant legislations include:

- National Vocational Education and Training Regulator Act 2011
- Learner Identifiers Act 2014
- Privacy Act 1988;
- Racial Discrimination Act 1975
- Data Provision Requirements 2012
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Anti-Discrimination Act 1991
- Work Health and Safety Act 2011 (Queensland)
- Work Health and Safety Act 2011 (New South Wales)
- Work Health and Safety (National Uniform Legislation) Act 2011 (Northern Territory)
- Work Health and Safety Act 2011 (Australian Capital Territory)
- Work Health and Safety Act 2012 (Tasmania)
- Work Health and Safety Act 2012 (South Australia)
- Occupational Health and Safety Act 2004 (Victoria).

The relevant standards include:

- [AQF Framework](#)
- [VET Quality Framework](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015.](#)

## PRIVACY AND CONFIDENTIALITY

Protecting your privacy is important to St John and it is important that participants understand how the information they give St John is used. You can download St John's [Privacy Policy](#) or request a copy by emailing [rto@stjohn.org.au](mailto:rto@stjohn.org.au)

### Why St John collects information from you

St John collects your 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.

### 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
- 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:

- state, territory and Federal 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.

### Privacy notice and student declaration

The privacy notice and student declaration (mentioned in the enrolment form) is a statement that has been read and acknowledged by the participant.

By signing this document, you have indicated that you are aware, and agree, that personal information collected from you may be used for training activity information. The privacy notice lists the ways information about you is held, used and disclosed, together with training activity information.

Under the *Data Provision Requirements 2012*, St John is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form) may be used or disclosed by St John for statistical, regulatory and research purposes. St John may disclose your personal information to:

- Commonwealth, state, territory, government departments and authorised agencies
- NCVER.

Personal information disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys and data linkage
- prepopulating RTO student enrolment forms;
- understanding how the VET market operates for policy, workforce planning and consumer information
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER participant survey which can be administered by a NCVER employee, agent or third-party contractor or authorised agency. You can opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), VET Data Policy legislation, and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)). For more information, see [NCVER's Privacy Policy](#).

## 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 (e.g. 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 and will only take place with prior approval.

If you are under the age of 16 years or have special needs, 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 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*. 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](mailto: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.

If you believe your 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 basic information by contacting your respective state and territory Training department. In providing you with your personal information, St John aims to do so within a reasonable time frame. 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 amount of time spent locating, compiling and explaining the information requested. If there is a fee, we will give you an estimate of this upfront and confirm whether you would like St John to proceed with your 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.

## 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](mailto: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](http://www.oaic.gov.au)):

GPO Box 2999, Canberra ACT 2601  
1300 363 992  
[enquiries@oaic.gov.au](mailto: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 have access to education and training regardless of gender, socioeconomic background, disability, ethnic origin, age or race.

St John will not, in line with state, territory and Federal legislations, 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 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 make a formal complaint.

You can request a copy of St John's *Complaints and appeals policy* by contacting the RTO Compliance Manager ([rto@stjohn.org.au](mailto:rto@stjohn.org.au)).

### Process for participants

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

**STEP 2.** Failing satisfactory resolution of the issue with your trainer, you can lodge a written complaint or appeal with the RTO Partner Training Manager ([Contact details](#)).

**STEP 3.** Failing satisfactory resolution of the issue with the RTO Partner Training Manager, you can lodge a written complaint or appeal with the RTO Compliance Manager ([rto@stjohn.org.au](mailto:rto@stjohn.org.au)).

### Process for other clients

**STEP 1.** Where an issue is raised (by anyone other than a participant) about the policies, procedures, services or products offered by the St John Partner, they may lodge a written complaint with the St John Partner Training Manager ([Contact details](#)).

**STEP 2.** Failing satisfactory resolution of the issue with the St John Partner Training Manager, the client can lodge a written complaint with the RTO Compliance Manager ([rto@stjohn.org.au](mailto:rto@stjohn.org.au)).

## General procedure

- Depending on the circumstances of each individual case, St John may need to 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.
- A person making a complaint or seeking appeal can engage a support person or advocate at any point during the complaint or appeals process.
- 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 acknowledgment 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 fourteen (14) days of the decision being received by the participant.

## 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 state or territory St John office ([Contact details](#)), or contact the RTO Compliance Manager ([rto@stjohn.org.au](mailto:rto@stjohn.org.au)).

## ACCESS TO RECORDS

You are welcome to access your records at any time by writing to your state or territory St John office ([Contact details](#)) or the RTO Compliance Manager ([rto@stjohn.org.au](mailto: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. 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 which 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.



**St John Ambulance Australia Ltd  
Participant Handbook 2019–2020**

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