



Terms & Conditions

First Aid

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By booking your First Aid/CPR Course with Licences 4 Work, you acknowledge and accept the following terms and conditions:

1. Course Registration

1.1. Acceptance:

Booking your First Aid/CPR course implies your full acceptance of these terms and conditions.

1.2. Bookings:

If you disagree with these terms and conditions, you must contact us within 24 hours of your booking for a full refund.

1.3. CRICOS:

Our courses are not CRICOS Registered. If you are on a Student Visa, please refrain from booking this course.

1.4. Language, Literacy & Numeracy (LLN Requirements):

All our courses carry a minimum LLN requirement. You are required to inform us prior to your course commencement of any pre-existing LLN support requirements. Additional training sessions may be required to support your competency pathway. Please refer to applicable additional training fees. Refunds where LLN requirements have not been met are available, however, the manager and the National Quality Team will be required to investigate and approve the refund. For comprehensive information regarding our LLN Policy, please refer to our website.

2. Unique Student Identifier (USI) & ID Requirements

2.1. USI Requirement:

All students must have a Unique Student Identifier (USI) to receive their certificates on the training day. Failure to have a USI before your assessment will result in the non-issuance of your licence.

2.2. ID Requirement:

You will be asked to present one form of photo ID when undertaking this course. If you do not have the correct ID, you will not be admitted. A rescheduling fee of \$50 applies. Please read the entry requirements carefully.

3. Booking

Please ensure you have booked into the correct course. Booking a refresher course when you should have booked a Standard course may result in other avoidable fees. Please read your terms and conditions carefully.

3.1 Transferability

Course bookings are non-transferable to another person or to another course, except when we receive more than 7 days' notice from the original booking date.

3.2 Footwear Requirement

Enclosed shoes are mandatory at all times during the course. Failure to arrive with appropriate footwear will result in refusal of entry, with no refunds provided. You may be allowed to continue if you obtain suitable shoes before the morning tea break.

3.2 Refresher Course

If you have booked a Refresher course and you do not have your certificate with you (if you have forgotten it), you will be required to do the Standard course and pay a fee of \$20. You will ALSO have to complete the required quiz AND email a copy of your certificate within 24 hours. If you fail to do this, a fee of \$50 will apply for reschedule and attendance to the full course.

3.2 Advanced Course

If you have booked the Advance incorrectly then you will NOT BE ABLE TO PARTICIPATE and will have to have your booking changed to the Standard Course for a fee of \$50 AND complete the pre-attendance work prior to your new date.

4. Cancellation

4.1. Cancellation Periods:

If a booking is cancelled by you with more than 7 days notice we will refund any fees paid.

If you cancel with less than 7 days notice then you will lose all fees paid.

If you do not turn up on the day then you lose all fees paid, even if you contact us on the day as this falls outside the required notice periods.

5. Rescheduling

5.1. Rescheduling Periods:

If you wish to reschedule with more than 7 days then there is no fee. This applies once only. For the second reschedule, a \$50 reschedule fee applies. You may not reschedule a third time, you will lose all fees paid and will have to book again to do the course.

If you wish to reschedule with less than 7 days but more than 48 hours notice then there is a \$50 rescheduling fee and all other amounts must be paid to secure your booking.

You cannot reschedule with less than 48 hours notice - you will lose any fees paid and have to rebook your course and pay all fees again.

If you are required to reschedule your course due to illness, you must notified us on the day and a medical certificate must be supplied (dated on the day of illness) by the close of business on the following day and a fee of \$25 is payable in order to reschedule your course.

If you are required to reschedule your course due to illness or any other reason, a new date must be booked within 14 days of your original booking or you will lose all fees paid and will have to make a new booking.

On confirmation of your booking, we will send you a confirmation of enrolment by email within 48 hours.

6. Non-attendance / Lateness

6.1. Late Arrival:

Arriving more than 15 minutes late to your course will result in denied entry with no refunds provided.

6.2. Genuine Emergencies:

In this case, we may ask to see evidence before granting a refund. Decisions will ultimately be made by management

7. Access to Materials

7.1. Pre-course Materials:

ALL our first aid course includes a pre-course online component (reading and short test) which must be completed prior to the day of your course (Face to face attendance or Webinar attendance) with a pass mark of 100% (you will have multiple attempts online). Log-in details for the reading and pre-test are included with your course confirmation email.

It is imperative that you complete the pre-course learning prior to commencement of your training and print & bring your results with you (for your face to face course or for your completion session for Online/Mixed Mode)

If you do not complete the pre-course work you will need to Pay a \$50 reschedule fee and re-book the course for the next available date.

8. Course Timings and Duration

8.1. Course Hours:

Course hours vary based on the course option chosen. Standard and Night courses have different schedules. Please refer to our course calendars or your booking confirmation email for your selected course.

8.2. Course Duration:

Course duration varies depending on the course option chosen. Please refer to the website or brochure for more information.

8.3. Course Components:

All courses have a theory, practical and final assessment component.

Our online/mixed mode (completion session) first aid course includes a pre-course learning component. (readings and short videos followed by some quizzes), which must be completed prior to the day of your face-to-face completion session with a pass mark of 100% (you will have

multiple attempts to complete the online tasks). Login details for the pre-learning and quizzes are included with your course confirmation.

Our Face-to-Face first aid course includes a pre-course online component (reading and short test) which must be completed prior to the day of your course (Face to face attendance or Webinar attendance) with a pass mark of 100% (you will have multiple attempts online). Log-in details for the reading and pre-test are included with your course confirmation email.

9. Other Important Information

9.1. Refund Request:

If you are entitled to a refund, please contact us and request it, via our customer service staff. Refunds may take up to 14 days to process and will be paid to the party that made the payment.

9.2. Parking:

Street parking is available at our premises around the country. Parking within the unit complex is strictly prohibited at our Sydney, Newcastle, and Perth Sites and may result in towing at your expense.

9.3. Certificate Issuance:

Certificates and Statements of Attainment will only be issued once all fees are paid, and we have the required information, including a valid USI.

9.4. Course Expiry:

All courses expire 6 months after the original commencement date. After this period, a new booking is required.

9.5. USI Requirement:

If you do not provide a valid USI you will not be permitted to undertake your HRW assessment. Contact us for further information.

9.6. Further Training:

Further training can be provided if required for a fee of \$150.

10. Additional Terms for Online/Mixed Mode (with completion session)

These additional terms apply if you have booked in for our Webinar Mixed Mode First Aid Course.

10.1. Course Requirements

In order to attain your certificate you will need to Satisfactorily complete the following;

- Complete all Online Pre-attendance work;
- Complete all assessments and quizzes satisfactorily
- Attend for your scheduled Practical Completion Session (includes some further theory assessment)

10.2. Access to Course Materials

Access to online course materials will be granted upon confirmation of your booking. You are required to create an aXcelerate account using the link provided in your confirmation email. Please ensure that you read all provided information carefully and complete the required quiz and assessments. Access to your student portal will expire at the end of your enrolment period. For further details, please refer to Section 10.3.

10.3. Enrolment Period

Your access period starts from the day that you have booked until the end of your enrolment period mentioned in your confirmation email and your student portal. You must complete all requirements of this course including completion of your quiz, submission of your online assessments and attendance for your face-to-face practical session. If you do not complete all course requirements before the end of your access period, you will forfeit all course fees. You may request a one-time extension for a fee of **\$50**. Following this extension, any further access will require a new booking at the full course fee.

10.4. Completion/ Practical Session

You **MUST NOT** book your Completion / Practical Session until you have completed ALL assessments found online as instructed by your trainer and as advised within your online learning portal.

If you are unable to attend, standard reschedule fees apply.

10.5. Results and Outcomes

In order to attain your certificate you will need to:

- Complete any Pre-attendance and pre-course work satisfactorily (all correct)
- Complete all assessments and quizzes satisfactorily (that is defined as getting all questions correct) – and attain a result of Satisfactory for each these.
- Attend for your scheduled Practical Completion Session (includes some further theory assessment) and gain a result of Satisfactory for all assessments (demonstrating all required skills in line with requirements).

If you are booked for a **Completion/ Practical Session** and you do not complete all assessments Satisfactorily (this means meeting ALL requirements set out by your assessor), you will need to reschedule at a fee of \$50. This is allowed only once; after that, you will be required to rebook for your course at the advertised fee and attend for both training followed by assessment (face to face or Webinar option)

We have an effective Appeals process should you disagree with your assessor's judgement on your competency.

11. Additional Information

11.1. Course Cancellation:

We reserve the right to cancel a course due to unforeseen circumstances. In such cases, fees paid will be refunded, or you may reschedule with no additional fees. Our liability is limited to the amount of fees paid.

These terms and conditions govern your First Aid training course with Licences 4 Work. Please read them carefully and adhere to all requirements and guidelines.