

2021

Partic.

Hand

ipant

book



St John

St John Ambulance Australia Ltd acknowledges and extends respect to all past, present and future Aboriginal and Torres Strait Islander people, First Peoples and Traditional Custodians of this nation, and their continuing connections to this country on which we live and work.

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.



The *Participant Handbook 2021* 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.

Participant Handbook 2021 © St John Ambulance Australia Ltd (TOID: 88041)

This book is copyright. All rights reserved. Except as permitted under the Australian Copyright Act 1968, no part of this book may be reproduced, stored in a retrieval system, communicated or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior written permission of St John Ambulance Australia Ltd, apart from any fair dealing for the purposes of private study, criticism or review.



Version 4 June 2021 (current)	Includes an addition to scope; revised policy notice, refund policy, and participant declaration
Version 3.1 Sept 2019–2020	Year revised to indicate use into 2020
Version 3 August 2019	
March 2018	

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 fully- simulated environments that reflect 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.

Contents

Welcome to St John Ambulance Australia Ltd	iii
About this handbook	v
Contact details	vi
About St John Ambulance in Australia	1
Mission	1
Values	1
Objectives	1
Code of Practice	2
Courses	3
Scope of courses	3
Delivery methods	3
Terms and conditions	4
Enrolment	4
Contract arrangements	5
Entry requirements	5
Unique Student Identifier (USI)	6
Language, Literacy and Numeracy	6
Attendance	7
Fees, charges and refunds	7
Participant support	8
Participant feedback	8
Participant Code of Conduct	8
Nature of Guarantee	9
Assessment	10
Assessment pathways	10
Assessment arrangements	11
Reasonable adjustment	11
Recognition of Prior Learning and Credit Transfer	12
Plagiarism	13
Policies and procedures	14
Legislations and standards	14
Access and equity	15
Privacy and confidentiality	15
Complaints and appeals	18
Issuing of certification documents	19
Work health and safety	19

About this handbook

The *Participant Handbook* presents St John Ambulance Australia's philosophy, regulations, policies and procedures. Reading these will help make your study with us comfortable and successful.

The Handbook outlines the training, assessment and support services we provide to you. It 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 the Handbook so you know your rights and responsibilities. We recommend that you always refer to the online version of the Handbook to ensure you are receiving the most up-to-date information. You can view and download the Handbook from any 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

St John Ambulance Australia Ltd, National Office

address	10–12 Campion Street, Deakin ACT 2600 PO Box 292, Deakin West ACT 2600
phone	(02) 6295 3777 1300 ST JOHN (360 455)
facsimile	(02) 6239 6321
email	National Training and Development Manager training@stjohn.org.au National RTO Compliance Manager rto@stjohn.org.au
website	www.stjohn.org.au or refer to your state or territory St John website (below).
office hours	Monday to Friday / 9:00 am to 5:00 pm

Partners

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).

Australian Capital Territory	http://www.stjohnact.com.au/ coursebookings@stjohnact.com.au	1300 785 646 (02) 6282 2399
New South Wales	http://www.stjohnnsw.com.au customer.service@stjohnnsw.com.au	1300 785 646 (02) 9745 8888
Northern Territory	http://www.stjohnnt.org.au/ training@stjohnnt.asn.au	1300 785 646 (08) 8922 6200
Queensland	http://www.stjohnqld.com.au/ enquiries@stjohn.qld.com.au	1300 785 646
South Australia	http://www.stjohnsa.com.au courses@stjohnsa.com.au	1300 785 646 (08) 8306 6999
Tasmania	http://www.stjohntas.org.au/ tasmania@stjohntas.org.au	1300 785 646 (03) 6271 0333
Victoria	http://www.stjohnvic.com.au/ customer.service@stjohnvic.com.au	1300 785 646 (03) 8588 8588

About St John Ambulance in Australia

St John Ambulance Australia is a charitable, non-profit humanitarian organisation whose primary focus is teaching first aid. St John has been helping the Australian community for more than 140 years, and our members and volunteers continue to be passionate about delivering healthcare and support services, and helping build resilient communities.

St John is active in all States and Territories, providing:

- quality first aid training (which allows St John to provide charitable services such as the free First Aid in Schools program which teaches first aid to more than 1 million primary school children each year)
- volunteer opportunities to work within the community
- event health and community health care services
- approved first aid kits, personal protection and life-saving equipment, signage and publications.

St John Ambulance Australia provides nationally recognised courses, that include courses in:

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

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 promotes physical and mental health and well-being. That is the vocation we share, and we will build an enduring community in which all its members can find purpose and enjoyment. See [Our Values](#).

Objectives

St John Ambulance Australia's objective, 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, help achieve 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.

Code of Practice

St John's Code of Practice outlines our commitment to you in the provision of high-quality education and support services. It also emphasises your rights and responsibilities as a participant 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
- 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 children and young people play, and ensure their wellbeing and safety. This should be at the forefront of all they do and every decision they make.

Courses

St John Ambulance Australia partner organisations have an agreement in place and are authorised to deliver training on behalf of St John Ambulance Australia Ltd (TOID 88041).

Scope of courses

As a nationally recognised training provider, St John Ambulance Australia Ltd (TOID: 88041) delivers nationally accredited courses. For more information on the courses delivered, please refer to your respective State and Territory St John website. See Contact details, [page vi](#).

For TAE40116 Certificate IV in Training and Assessment course information, please refer to the St John TAE website, <https://tae.stjohn.org.au>

Delivery methods

St John offers flexible delivery options 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 trainers. This helps you to learn in an interactive classroom environment with facilities that support all participants.

Blended learning (pre-learning with face-to-face delivery)

Blended learning is available for some courses. Blended learning includes a combination of pre-course on-line learning, and a face-to-face session.

The pre-course online learning covers the knowledge requirements for the course. Your theory assessment is based on the content provided in the pre-course online learning.

St John strongly advises that the pre-course online learning be completed **before** attending the face-to-face session. Your trainer will ask you to provide proof of completion when you arrive for your face-to-face session.

Assessment-only pathways

An assessment-only pathway is an option when no additional training is required. Participants are required to have previous knowledge of the course they have enrolled in, to be eligible for Recognition of Prior Learning (RPL). See RPL, [page 12](#).

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.

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

Enrolment

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

The enrolment process to do a competency-based program leading to a nationally recognised certificate, may vary. It depends on the type of qualification you want to study, and on the state or territory you live in.

Before attending any St John course, you need to complete an enrolment form (on-line or hard copy), and supply St John with your Unique Student Identifier (USI); see [page 6](#). Successful enrolment is subject to course availability and sufficient enrolments.

If you have a personal health condition or special need tick the relevant 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 Recognition of Prior Learning (RPL) or a Credit Transfer (CT) based on your existing qualifications, skills, and knowledge. See Recognition of Prior Learning and Credit Transfer, [page 12](#)

The personal information you give St John on enrolment is treated in strict confidence (see Privacy and confidentiality, [page 15](#)). This information is needed so that St John can provide support and treatment should an emergency arise.

The information collected is also reported to governing bodies, such as the National Centre for Vocational Education Research (NCVER), and Unique Student Identifier (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. You need to bring any required resources listed in the course information to your course.

Enrolment (continued)

It is essential that 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 if the document gives 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 help.

By completing and submitting the St John enrolment form:

- you are acknowledging you have read and understood all the content in the Handbook
- that you will abide by the information contained in the Handbook.

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. This binding contract is 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, [page vi](#)).

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/unit of competency 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.

Entry requirements (continued)

For entry into a course, you may need to undertake a Language, Literacy and Numeracy (LLN) assessment. The outcome of your LLN test will be used to determine course suitability. It can also be reviewed by a qualified assessor to identify participants with additional support needs. Where additional needs are identified, the Training Manager will assess the learning needs, and determine whether the participant's training and assessment program has to be adjusted. The Training Manager will provide reasonable support to develop a strategy to enable the participant's learning and assessment journey. See Language, Literacy and Numeracy, [page 6](#).

Unique Student Identifier (USI)

To enrol in a course for a nationally recognised qualification, it is required by law to provide your Unique Student Identifier (Create your USI).

The USI is a reference number made up of ten (10) characters (numbers and letters) that:

- creates 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 gives you access to an on-line record of the training you have done since 1 January 2015. You can also produce a comprehensive written record 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, e.g. to search for and retrieve an existing USI 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.

St John can only issue statements of attainment and qualification certificates to participants who have provided a valid USI at the time of enrolment, or a notice of exemption from the Office of the Student Identifiers Registrar.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information and instructions on how to apply. 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 online. Courses are 'blended' — that is, there is pre-course online learning to be completed before attending the face-to-face component.

If you have registered for a course that includes pre-course online learning, you are required to complete this component before attending your face-to-face session.

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

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

It is required that you attend all face-to-face time and remain until the conclusion of the course.

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

If 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, charges and refunds

Information on fees, charges and refunds are clearly documented on each state and territory St John website. Before the course begins, all fees and charges should be paid to the relevant state or territory St John office.

The refund, charges and fees policy inform you of your rights and obligations regarding participant fees, additional charges, and eligibility requirements for refunds.

Please refer to your respective state or territory St John website for more information on fees, charges and refunds. See Contact details, [page vi](#).

For TAE40116 Certificate IV in Training and Assessment Fees and Refund policy, please refer to [TAE Course Handbook](#).

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.

If you pay more than \$1500 in fees before the course starts, St John will hold a bank guarantee for any amount more than \$1500, for each participant.

Participant support

St John courses are based on the ideas and rules 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 meet your needs.

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

Participant feedback

Your feedback is important to us. It helps us in ensuring that our services meet your needs. We use feedback from participants and employers to contribute to our continuous improvement processes, as we are always trying to do better.

Feedback and input from participants and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of our training and assessment strategies.

Course evaluation forms are provided to participants towards the end of the course. Please complete the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our offices. We also welcome your feedback at any time by email and phone.

The National Centre for Vocational Education Research (NCVER) may send you the annual *National Student Outcomes Survey* for completion. This survey collects information on: your reasons for training, your employment outcomes, your satisfaction with training, and any further study outcomes. The information collected from the survey ensures high quality vocational education and training (VET) that is relevant to Australian workplaces.

You may also be randomly selected by NCVER to complete the *VET Student Experience Survey*. This survey is more frequent than, and compliments, the *National Student Outcomes Survey* mentioned above. 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 follow these 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 having trouble 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.

Participant Code of Conduct (continued)

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, you may be asked to leave the course.

Nature of Guarantee

A Nature of Guarantee applies if:

- St John becomes insolvent
- a course is removed by St John
- St John 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 that meet 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 to meet the different needs of our participants. These pathways include:

- training and assessment
- assessment only (including challenge tests)
- recognition of prior learning and/or credit transfer
- 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 can 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 newly learnt skills and knowledge 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 a Diploma of Vocational Education and Training.

Assessment arrangements

At the beginning of each unit of competency or module, your assessor will provide all the details about the assessment requirements including:

- detailed assessment instructions for each task or activity
- the criteria that you will be assessed against
- relevant due dates or timing of assessments to be conducted.

You are responsible for understanding the assessment arrangements. You are encouraged to ask any questions you may have.

Submitting your assessments

You must complete all assessment tasks as required for each unit of competency or module. Written assessment tasks should be submitted to the trainer/assessor unless otherwise advised. The cover sheet asks you to make a declaration that the work you submit is your own.

You must keep a copy of all tasks that you submit. St John is not able to return copies because the work you submit must be kept as evidence on your file. Additionally, St John will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to resubmit the work.

Your assessor will provide you with feedback as you work through the training and assessment, and confirm your final assessment outcome.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NYS). To successfully complete your course, you must complete all tasks for a unit, satisfactorily, to achieve an overall outcome of Competent (C) for a unit.

Your trainer will give you feedback on any task that is marked NYS, and you will be allowed a reassessment opportunity. You will be given a timeframe and advised of the content to be included in the reassessment. If one or more of your tasks are assessed as NYS, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

If you are assessed NYC after reassessment, you may be encouraged to complete additional training and assessment to achieve a Competent outcome. Additional training and assessment may incur an additional fee for self-funded participants (see Fees, charges and refunds, [page 7](#)).

You have the right to appeal against any assessment decision. You must lodge any assessment appeal within five (5) working days of having received your assessment decision. See Complaints and appeal, [page 18](#).

Reasonable adjustment

‘Reasonable adjustment’ refers to any changes made to help participants with additional needs to access and participate on the same basis as those without additional needs. Those changes might be made to the learning environment, certification requirements, education and training delivery, or assessment methods.

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.

Recognition of Prior Learning and Credit Transfer

If you have undertaken study before 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 recognise prior learning (RPL) or formally transfer credits (CT), relevant to the course you are undertaking.

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

For first aid courses, contact your state or territory St John office (Contact details, [page vi](#)) before the start of the course, to discuss flexible assessment pathways (Assessment pathways, [page 10](#)).

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 before starting the course (Contact details, [page vi](#)).

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.

Credit transfer

A credit transfer (CT) is different from recognition of prior learning (RPL). A CT grants 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.

Credit transfer (continued)

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.

Fees for RPL AND CT

You will be advised of the fee on receipt of your application for RPL. The fee will vary depending on the course and units of competency for which RPL is being sought. 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 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 participant 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 National RTO Compliance Manager (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 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 for Registered Training Organisations (RTOs) 2015* 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.

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

The relevant standards include:

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

The relevant legislations include:

- *National Vocational Education and Training Regulator Act 2011*
- *Student 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)*.

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.

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

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.

How St John uses your personal information

St John use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How St John discloses your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011 (Cth)* [NVETR Act]) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the *NVETR Act*) to disclose your personal information to the relevant State or Territory training authority.

How the NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988 (Cth) (Privacy Act)* and the *NVET Act*. Your personal information may be used and disclosed by NCVET for purposes that include:

- populating authenticated VET transcripts
- administration of VET
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, and State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies. This also includes enabling:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information, please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to, or correct your information, in the first instance please contact St John (see Contact details, [page vi](#)).

DESE is authorised by law, including under the *Privacy Act* and the *NVET Act*, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

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 take place with prior approval in place.

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.

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, please contact the National RTO Compliance Manager, rto@stjohn.org.au

If you are not happy with the way St John handles your complaint, you can contact the Office of the Australian Information Commissioner (www.oaic.gov.au): GPO Box 2999, Canberra ACT 2601, 1300 363 992, enquiries@oaic.gov.au

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 for Registered Training Organisations (RTOs) 2015*. 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

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.

Your personal information

If you believe your personal 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 personal information by contacting your respective state and territory Training department. They will aim to provide that information 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 time spent locating, compiling, and explaining the information requested. If there is a fee, we will give you a fee estimate, and await your confirmation and acceptance of the fee before proceeding with the 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.

Changes to personal information

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, [page vi](#)), or contact the National RTO Compliance Manager, rto@stjohn.org.au.

Access to your records

Records of qualifications and unit achievement are kept for a period of at least thirty (30) years. Participants can request copies of their statements or qualifications at any time.

You may access or obtain a copy of the records that St John Ambulance Australia holds about you at any time. This includes personal information and records of participation and progress.

You must send an email to the National RTO Compliance Manager (rto@stjohn.org.au) outlining which records you want to access.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Changes to records

If a participant considers the records that St John holds about them to be incorrect, incomplete, out-of-date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a participant requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

You must send an email to the National RTO Compliance Manager (rto@stjohn.org.au) outlining the amendments you wish to be made to your record.

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 National RTO Compliance Manager, 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 your respective St John state or territory Training Manager (Contact details).
- Step 3. Failing satisfactory resolution of the issue with your respective St John state or territory Training Manager, you can lodge a written complaint or appeal with the National RTO Compliance Manager, 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 State or Territory partner, they may lodge a written complaint with the respective state or territory St John Training Manager (Contact details, [page vi](#)).
- Step 2. Failing satisfactory resolution of the issue with the respective state or territory St John Training Manager, the client can lodge a written complaint with the National RTO Compliance Manager, 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 completed 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.

Issuing of certification documents

On completion of your course and payment of all relevant fees, St John will issue you with a qualification (testamur or certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a participant withdraws or partially completes a course, a Statement of Attainment for any completed units of competency will be issued within thirty (30) days of withdrawal if all relevant fees have been paid.

St John reserves the right to not issue qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where St John is not permitted to do so by law.

St John must have a valid USI on file for the participant prior to the commencement of training, for a qualification or Statement of Attainment to be issued.

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 2021
V4 June 2021 © SJAA Ltd (TOID:88041)