

Terms and Conditions

LLN Support Services: Please discuss any language, literacy or numeracy (LLN) issues with us prior to attending. This will enable the instructor to organise appropriate support facilities, for example we can arrange to conduct some assessments orally rather than in the written form, or provide extra tuition, as appropriate.

Our desire is to understand any need that you, as a student, may have in regards to LLN. To assist this, at course commencement you will be asked to complete our class attendance form and supply your details. If this presents any LLN difficulty for you, please ask the instructor for assistance. If the instructor identifies that LLN issues may prevent you from successfully completing the course; and is unable to coordinate a satisfactory support service, then your training will not proceed and you will be entitled to a full refund of any monies paid.

Health Issues: Please discuss with the instructor prior to attending, any health issues which may affect your training and assessment. CPR is required to be demonstrated on the floor, on a manikin.

Access and Equity: We do not discriminate against any individual on the basis of race, colour, sex, or religion. All students are treated equally. Our instructors will assist and support students where appropriate, especially those students with language, literacy, or physical disabilities, so long as the nature of the disability does not preclude them from completing the training and assessment.

Currency: It is a generally accepted industry standard that a First Aid statement of attainment issued at course completion provides evidence of competency for 3 years and a CPR statement of attainment for 12 months. The Australian Resuscitation Council recommends CPR refresher training is completed at least every 12 months.

CPR must be demonstrated on the floor: First Aid courses involving CPR require that you demonstrate at least 2 minutes of CPR on a manikin, on the floor. Your instructor will not be able to issue a statement of attainment unless you are able to demonstrate this. If you have difficulty performing CPR on the floor, some options may include the use of cushions or postpone your assessment until you are able to demonstrate CPR on the floor.

Re-assessment: If you are unsuccessful in the assessment, the instructor will offer further training at the end of the day, and re-assess you on the day. If you are still unsuccessful you can make arrangement to attend another session, and you'll be able to re-do the assessment at no extra cost (maximum 2 attempts, otherwise an additional fee will be charged for the instructor's time).

Statement of Attainment: Upon successful completion of the course you will be provided with a nationally recognised Statement of Attainment for the competency units. The Statement of Attainment will be issued by ABC Licence Training RTO 3399. If your certificate has been lost or damaged you can request a new Statement of Attainment from the ABC First Aid website www.abcfirstaid.net.au. ABC First Aid charge an administration fee to re-issue a Statement of Attainment

Privacy Policy: In association with ABC Licence Training Pty Ltd we are committed to protecting your privacy. Your information will only be kept for auditing processes, and to inform you of issues relating directly to the courses you have undertaken. No information will be supplied to third parties without your written permission unless we are required to do so by law.

Unique Student Identifier (USI): Government regulations state that you must have a USI to receive a Statement of Attainment for any Nationally Recognised Training - this includes all first aid courses. Your trainer is prohibited by law from issuing a Statement of Attainment unless you have a USI. You may participate in the course but you will not be issued your Statement of Attainment until you have provided your USI.

Getting a USI: Visit USI.gov.au and click on 'Create a USI'. You will need to have one form of acceptable identification, such as your Driver's Licence, Medicare Card or other. Please call us if you need assistance.

Refund Policy: In the event that you cannot attend the course, refunds are not available, however given notice of at least 24 hours your booking and payment is transferable to another date or person (max 3 transfers). In the event that a course is cancelled by us for any reason, you have the option of transferring to another course, or a full refund.

Complaint Procedure: If any problems are experienced during the course, please talk to the instructor first. If the instructor is unable to solve the problem to your satisfaction you can escalate it to the CEO of ABC Licence Training by emailing abclicences@bigpond.com or via P.O. Box 106, Mapleton, QLD 4560. The CEO acts as an independent reviewer when receiving a complaint and will provide a written response to you within 7 days.

Recognition of Prior Learning (RPL): RPL is available on a case by case basis. Please speak with the instructor prior to booking and discuss your situation. You would need to show suitable evidence of past learning, such as a current nursing or medical qualification, or a recent certificate from a recognized RTO etc. In all cases the theory assessment and CPR assessment must be undertaken, regardless of any previous experience and qualifications.

Flexible Learning: Flexible learning has been built into the course, with the programme involving a pre-course workbook. This allows you to complete the First Aid course via a one day practical in-class session with us. The pre-course workbook is usually completed online (a hard copy alternative is available). Except by prior arrangement, you are expected to complete the pre-course workbook prior to attending the practical class. The workbook is not required for the CPR course.

Conduct & Safety: Acceptable behaviour and standard of dress is required. You will be practising bandaging etc on fellow students, and you must at all times adhere to the instructors directions. Unacceptable and/or dangerous behaviour which causes risk to yourself and/or others will cause your removal from the course without refund.

If you have a medical need to bring an adrenaline autoinjector (EpiPen) to class, it must not be displayed or used for any purpose other than a medical emergency.

We look forward to meeting you and sharing an enjoyable learning experience with you.