

Australian Red Cross First Aid Health & Safety Services

STUDENT APPLICATION FORM

OFFICE USE ONLY

Invoice Number

Receipt Number

Class sizes are limited. Please return this whole form with **payment** or a **purchase order** as soon as possible to avoid disappointment. Course Applications are processed in order of receipt. A confirmation letter will be mailed to you. Should you wish to cancel or transfer, 5 working days notice is required. Less than 5 days notice may incur a fee.

COURSE INFORMATION

COURSE CODE		COURSE NAME	
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COURSE VENUE	<input type="checkbox"/> HOBART - Red Cross House, 40 Melville Street	<input type="checkbox"/> LAUNCESTON - Red Cross House, 54 Paterson Street
	<input type="checkbox"/> BURNIE - Civic Centre, Wilmot St	<input type="checkbox"/> ULVERSTONE - Red Cross Hall, King Edward Street

Enrolments into a **Refresher Course** require evidence of a **current** First Aid Certificate from an approved provider. Please return a **copy** of the certificate(s) **with** this form

START DATE		END DATE		NO. OF SESSIONS	
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COURSE TIMES		TO		COURSE COST	\$
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STUDENT INFORMATION

TITLE	<input type="checkbox"/> Mrs	<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Other
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FAMILY NAME	
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GIVEN NAME(S)	
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CONTACT NUMBERS	Mobile		Business Hrs		After Hrs	
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POSTAL ADDRESS	
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Since your last First Aid course with Red Cross have you changed your address?

PREVIOUS ADDRESS	
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Do you have any specific learning difficulties which we can assist you with?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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COMMENTS	
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CONFIRMATION

I confirm that all of the information I have provided is correct, and understand all of the terms & conditions of this training

Signed:

PAYMENT INFORMATION

INVOICING DETAILS	Registered Business / Organisation ONLY
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A purchase Order **must** be sent with application form to confirm booking. A Customer Set-up Request Form may also be required by our Finance Department.

COMPANY	
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CONTACT NAME		Purchase Order Number:	
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CONTACT	PHONE		FAX		EMAIL	
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POSTAL ADDRESS	
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By having a registered business or organisation invoiced for your training you are authorising for that business or organisation to receive your certificate and assessment outcome. If you would like to receive your certificate at a personal address, or would do not want your assessment information disclosed to the invoiced organisation please notify our administration staff before completing your course.

Cheques to be made payable to Australian Red Cross Society

Please Debit my Credit Card (Visa, MasterCard, Bankcard ONLY)

Card Holder		Card No.	/	/	/
Expiry	/	Signature		Amount	\$

Courses with low student numbers may be postponed or cancelled, in which case a transfer or refund will be arranged

RETURN DETAILS

GPO Box 211 Hobart TAS 7001	PH: (03) 62 35 60 43 or 1300 367 428 FAX: (03) 62 35 60 53	www.redcross.org.au/firstaid tasfirstaid@redcross.org.au
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CODE OF PRACTICE

FIRST AID HEALTH AND SAFETY SERVICES

INTRODUCTION

This Code of Practice has been developed by Australian Red Cross (ARC) to reaffirm our commitment to the maintenance of high standards in the provision of training. It is also intended to provide students with important information to the following areas, prior to undertaking training with the ARC: Recognition arrangements for prior training and work experience; Recognition given to other Registered Training Organisations qualifications/ awards; Student grievance/ complaint arrangements; ARC adherence to privacy, access and equity principles; and a refund policy. This information is also available on the ARC website at www.redcross.org.au or from any of our training staff.

EDUCATIONAL STANDARDS

ARC has adopted policies and practices that maintain professional standards in the delivery of training. The interests and welfare of students are safeguarded by: Strict adherence to curriculum documentation with respect to content, delivery, assessment and DHGS requirements; provision of suitable facilities for students; provision of all equipment and materials needed to support the special learning; and assistance as is practical to people who identify a disability or learning difficulty.

PRIVACY

ARC abides by the National Privacy Principles in all its dealings with students. All personal information you give the ARC for a particular purpose will not be used in a way that you would not reasonably expect.

MARKETING

ARC markets its training with integrity, accuracy and professionalism. Use of the Nationally Recognised Training Logo will only be in conjunction with current accredited training. Website at www.ntis.gov.au

INFORMATION TO BE PROVIDED TO STUDENTS

Prior to enrolment, ARC provides all students undertaking accredited training with accurate, relevant and up to date course information, which includes, but is not limited to: Enrolment procedures and entry requirements; arrangements for the recognition of prior learning and work experience; competencies to be achieved by students as identified in curriculum documentation; assessment procedures; documentation provided upon successful completion of the course; and a copy of the Code of Practice.

ACCESS AND EQUITY

ARC ensures every reasonable attempt is made to allow access to our courses for all people in accordance with equal opportunity legislation. It also ensures that at all times students are treated in an ethical and reasonable manner that is consistent with the principles of social justice.

RECOGNITION OF PRIOR LEARNING (RPL)

Students undertaking any course who consider that they are already competent in all or part of the performance criteria may apply for recognition of these skills where legislation allows. Supporting evidence of competence must be lodged with a written application and/or demonstrated as required. The student has the right of appeal against any decision using the appeal process. To access this process, contact the administration/staff in the area of which you are dealing.

REFUND POLICY

ARC will make appropriate financial arrangements to guarantee the refund of fees when:
The course is cancelled or discontinued; or the student has a verifiable reason for discontinuing the course, e.g. Medical.
If ARC cancels or discontinues a course, fees already paid by a student/organisation will be refunded. Alternatively, students may be offered an alternative course or date which is mutually agreeable.
If the course is cancelled or discontinued by ARC, then ARC will offer an alternative course or date, which is mutually agreeable; or ARC will refund student fees already paid.
A 50% refund will be made when ARC is notified of cancellation less than 5 working days before the commencement of the course. A full refund will be made when a student notifies ARC with greater than 5 days notice.
Failure to attend a training course does not automatically incur a refund.

STUDENT GRIEVANCES/APPEALS

Students, who are dissatisfied with any aspect of the courses offered, are entitled to have their grievances considered. Such grievances may include but not be limited to assessment results, instruction, harassment or discrimination. In the first instance, students are encouraged to raise their concern with their trainer/assessor.
If a satisfactory resolution cannot be found, the student should lodge a formal written complaint to the manager within 10 days of the course completion. ARC will respond in writing to the student within five (5) working days regarding receipt of the complaint and proposed action for the resolution of the problem. Depending upon the nature of the grievance, this proposed action may include designing an independent person/panel to investigate the grievance and allow for the student to provide information either in writing or in person.
To lodge a grievance, please speak with any of our training staff, contact the training department Manager, or lodge a grievance at the ARC website at www.redcross.org.au

MUTUAL RECOGNITION

ARC acknowledges its requirements to recognise all AQTF qualifications and Statements of Attainment awarded by other Registered Training Organisations that contain modules or competencies that are the same as those being delivered. Mutual recognition should be requested prior to enrolling in an ARC accredited training program.

ASSESSMENT

All students will be assessed against the competencies as stated in the relevant course curriculum. A variety of methods for assessment will be deployed and students will only be deemed 'competent' once having demonstrated the required underpinning knowledge and practical skills. Any customer deemed 'not yet competent' will be given further opportunity for re-assessment.
Assessment will only be conducted by ARC trainers/assessors who comply with the Australian Quality Training Framework (AQTF) requirements in terms of their qualifications and suitability.

For further information, please contact our office on 1300 367 428