

19 January 2021

Update to Students who completed First Aid Training after 1 November 2020

This update is relevant to students who have completed a First Aid course with St John Ambulance Qld since 1 November 2020.

The Australian Skills Quality Authority (ASQA) has conducted a routine audit of St John's First Aid training program and has identified some areas for improvement in our assessment processes. They have not raised any concerns with the training – only with the assessment. As the updated national Units of Competency are implemented from 1 February 2021, these assessment issues will no longer exist.

We want to assure you that the First Aid training you have received is of the highest standard, and your St John First Aid certificate continues to be valid.

St John is working with ASQA to ensure the areas for improvement are addressed, and we will be in touch with any potentially affected students if there is anything they need to do.

We sincerely apologise for any concern or confusion this may cause. If you have any queries or concerns, please refer to the FAQs (frequently asked questions) listed below or call us on **1300 785 646** or email us at **enquiries@stjohnqld.com.au**

Kind Regards,
St John Ambulance Qld

FAQs

This FAQs document (frequently asked questions and answers) has been prepared to provide a brief answer to the typical questions anticipated to be asked. As enquiries are received, this FAQ document will be updated to reflect any new FAQs.

What's happened?	The Australian Skills Quality Authority (ASQA) conducted a routine audit of St John's First Aid training program in late 2020 and has identified some areas for improvement in its assessment processes. Note: St John Western Australia operates as a separate Registered Training Organisation and was not included in the ASQA audit.
Who is ASQA?	The Australian Skills Quality Authority (ASQA) is the national regulator for vocational education and training.
Why was St John audited?	All registered training providers are regularly audited by the regulator. This was a routine audit.
What did ASQA find?	ASQA has identified some areas for improvement in St John's assessment processes.
What does St John have to do?	St John is working with ASQA to ensure the areas for improvement are addressed. The audit relates to First Aid training assessments completed between November 2020 and January 2021. We are contacting these students and will let them know if there is anything they need to do.

I received my First Aid certificate in December 2020.... Is my First Aid certificate valid?	Yes. All St John First Aid certificates continue to be valid.
I did the [XYZ] course – am I affected?	<p>The main audit corrective action relates to assessments completed by St John Ambulance Qld between November 2020 and January 2021 in the following units of competency:</p> <ul style="list-style-type: none">• 22300VIC Course in First Aid Management of Anaphylaxis• 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 <p>We are contacting the students who completed these courses and will let them know if there is anything they need to do.</p> <p>We are also reviewing all of our assessments across our training programs to ensure we continue to meet the highest of standards.</p>

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