

Terms & Conditions of Sale

Updated 17 March 2026

These terms and conditions relate to goods and services offered by and purchased from St John Ambulance Australia Queensland Limited.

By purchasing these goods and services, customers agree to the terms and conditions, which may be changed or updated from time to time.

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Part A: Terms & Conditions – Products, Equipment & Servicing

Includes first aid kits, their components and servicing, defibrillators and accessories, safety equipment and signage, PPE, and other advertised healthcare products.

Instruction and Explanation only

Contacting St John Qld

Unless otherwise specified, all enquiries in relation to St John Qld Products, Equipment & Servicing should be directed to:

St John Qld Sales & Partnership Consultants

Phone 1300 ST JOHN (785 646)

Email enquiries@stjohnqld.com.au

Online <https://www.stjohnqld.com.au/contact/>

The Call Centre is open from 8am to 4pm Monday to Friday, excluding public holidays, but messages and emails will be responded to on the next business day.

Definitions

St John Qld Ambulance Australia Queensland Limited is hereinafter referred to as “St John Qld”, “we” or “us”.

A “day” or “business day”, unless otherwise stated or agreed, is defined as a business weekday (Monday through Friday) and excludes weekends and gazetted public holidays.

Those who purchase goods and services from St John Qld are defined as “customer”, “client” or “you”. They may be an individual, association, club, corporation, company, government department or agency, or employer.

Warranty

All St John Qld branded products and equipment are sold on the condition that they meet St John Qld or Manufacturer’s Quality Standards and are fit for the purpose as set out in our specifications/manuals.

Brands other than St John Qld are subject to individual manufacturer’s Terms and Conditions of Trade.

Terms and Conditions

Unless otherwise agreed in writing on behalf of St John Qld, all goods and services ordered by a customer from St John Qld shall be supplied on the following Terms and Conditions.

A1. Price and payment

Payment shall be made by cash, credit card, bank transfer payment or cheque before delivery of the goods or performance of the services, except where the customer operates an approved account with St John Qld, in which case payment shall be made within 30 days of the date of St John Qld's invoice for the goods or services.

A2. Delivery

St John Qld uses appropriately licensed and skilled transport and courier services for deliveries throughout Australia.

We undertake to dispatch your order on the next business day provided the order is placed before 10:00am Brisbane time.

Goods will normally be dispatched Monday to Friday during standard business hours.

Customers should allow up to 10 business days for delivery.

A signature will be required at delivery address when receiving goods.

A packaging and delivery fee may be applicable.

A freight fee for large or major consignments will be quoted to the client prior to dispatch.

St John Qld may adjust their delivery fees from time to time to take account of variations in the cost of services to St John Qld.

A3. Risk

The risk in goods shall pass to the customer on delivery to the customer's delivery destination. However, ownership remains with St John Qld until such a time as full payment is made.

A4. Delay

St John Qld will endeavour to fill orders promptly but will not be liable in respect of any delay occurring in the supply of goods and/or services and all consequences of such delay.

A5. Amendment of order

Where the customer desires to amend the order or delivery schedule and St John Qld is prepared to accept the amendment, the price shall be amended to include the additional costs resulting from the amendment.

A6. Warranties and limitation of St John Qld's liability

Prices may change, subject to manufacturers and cost increases.

- a) The customer shall receive the benefit of all warranties and conditions which are implied by law and which St John Qld may not lawfully exclude.
- b) Subject to (a) but to the fullest extent permitted by law, St John Qld excludes all other implied warranties and conditions and limits its liabilities for a breach of an express or implied term, condition, or warranty of this contract to one of the following at the option of St John Qld:
 - i. In the case of goods, the replacement or repair of the goods or the cost of replacing or repairing the goods, excluding any freight charges.

- ii. In the case of services, to the supplying of the services again, or the cost of supplying the services again.

A7. Returned Goods and claims procedure

The following procedure in respect of returning goods and making claims in conjunction with any alleged breach of any express or implied term, condition or warranty of this contract is designed to facilitate prompt handling of customer claims and to enable both St John Qld and the customer to mitigate any loss which either may suffer as a result of the alleged breach.

Except when otherwise required by law, St John Qld will accept product returns as outlined below:

a) Discretionary approval of returns

St John Qld does not normally refund for goods incorrectly ordered by the customer or due to a customer's "change of mind", however at St John Qld's discretion, return of goods may be approved for return, subject to the goods being returned in a saleable condition, within 15 business days of the original order being processed, and at the customer's expense. Once returned, a credit note will be issued.

A restocking fee may be charged. No returns will be accepted after 15 business days.

b) Returning an item

Inform St John Qld in writing of the intended return within 15 business days of the original order being processed by calling 1300 ST JOHN (785 646) or emailing enquiries@stjohnqld.com.au.

The physical return then needs to be made within 5 business days. A replacement item can be posted or delivered back to the address supplied.

Returned good(s) will be accepted for the following reasons:

- Goods supplied were not as originally ordered or were supplied incorrectly.
- Goods supplied were damaged or faulty.
- Goods were incorrectly ordered by the customer – note that this is subject to St John Qld approval as per (a) above.

c) Order discrepancy

Please check off goods on arrival as we cannot guarantee replacement of disputed items after a period of 48 hours, or 2 business days.

d) Requirements to return an item/order

To successfully receive a refund or credit for item/s, the following conditions must be met.

- All returned goods must be issued with a goods return number from St John Qld.
- All returned goods for credit will incur a 10% service fee with any/all freight charges being payable by the customer.
- All returned goods must be received back in a 'saleable' condition. Repackaging charges on return stock for damaged packaging will apply where applicable.
- Products held for over 14 days from invoice date will not be accepted back for credit or exchanged and are no longer eligible for return.
- At the discretion of St John Qld "special orders" may or may not be returnable.
- All goods must be returned with proof of purchase (i.e. Delivery Docket / Tax Invoice).

e) Refunds

Once your goods are assessed and are considered acceptable for return, they can be credited. Refunds will be processed via either credit card refund, cheque, or account credit.

f) Reordering

Re-ordering is acceptable; however, it will be a separate order from the credit.

Re-ordering can be done online, via email, phone, and fax.

g) Faulty goods

As soon as a faulty item is discovered, please contact St John Qld. You will then receive a Goods Return Number (GRN) and will be provided with an address to which the goods should be returned.

Please note you may not receive your credit or replacement on the spot as the warranty will need to be assessed.

A8. Goods and services tax (GST)

Where applicable, a tax invoice with GST will be issued for all goods.

A9. Intellectual property

Use of any intellectual property must have written authority of St John Qld. Exclusions are registered names, trademarks, logos, and specifications in training or product promotional material produced and commercially distributed to St John Qld.

Part B: Terms & Conditions – Training

Instruction and Explanation only

Registered Training Organisation (RTO)

St John Ambulance Australia Queensland Limited (St John Qld) delivers nationally recognised training and assessment on behalf of St John Ambulance Australia (RTO 88041).

Contacting St John Qld

Unless otherwise specified, all enquiries in relation to St John Qld training should be directed to:

St John Qld Training Support Services

Phone 1300 ST JOHN (785 646) – option 2 for Training

Email enquiries@stjohnqld.com.au

Online www.stjohnqld.com.au/contact

The Training Support Services is open from 8am to 4pm Monday to Friday, excluding public holidays. Voice messages and emails will be responded to on the next business day, or as soon as staff are able.

Definitions

St John Ambulance Australia Queensland Limited is hereinafter referred to as “**St John Qld**”, “**we**” or “**us**”.

A “**business day**” is defined as a business weekday (Monday through Friday) and excludes weekends and gazetted public holidays.

Those who purchase goods and services from St John Qld are broadly defined as “**participant**”. They may be an individual, association, club, corporation, company, government department or agency, or employer. Unless stated or agreed otherwise, these Terms and Conditions apply to all customers, where relevant.

A “**participant**” refers specifically to the person enrolled in and completing a course.

A “**booking contact**” refers to any customer who arranges booking and payment on behalf of a participant.

A “**corporate booking**” refers to a booking made on account. A “**corporate client**” refers to a customer who makes corporate bookings. Corporate clients (employers, associations, clubs, etc.) who book and pay for training to be undertaken by their employees/members may book them onto a public or industry course.

A “**public course**” refers to a course that is scheduled by St John Qld, at a venue provided by St John Qld, that is open to the general public, such as those advertised on www.stjohnqld.com.au/training. A “**public booking**” refers to any booking on a public course.

An “**industry course**” refers to a private course requested by a customer and arranged explicitly for the customer. It may be held at a St John Qld venue or at a venue of the customer’s choosing (i.e. their worksite). Industry courses are not open to the general public. “**Industry booking**”, “**onsite booking**”, or “**group booking**” refers to a booking for an industry course.

The “**trainer**” is the qualified Trainer & Assessor facilitating the course.

A “**certificate**” refers to either a Statement of Attainment or Statement of Attendance.

Policy

To ensure that customers are fully aware of the way in which training is provided by St John Qld, the following terms and conditions apply. This information:

- is designed to provide transparency and to ensure that all participants are treated fairly and with integrity,
- is designed to ensure that St John Qld complies with the requirements of ASQA and the [2025 Standards for](#)

RTOs, and

aims to reinforce that St John Qld abides by applicable consumer protection legislation and will always respect each participant's consumer rights.

Training with St John Qld

The following section applies to all training delivered by St John Qld:

B1. First Aid training scope

First Aid training offered by St John Qld provides skills and knowledge in First Aid management but does not constitute a medical qualification. St John Qld accepts no responsibility for the subsequent actions of participants.

B2. Physical requirements

First Aid courses involve moderate physical activity, including kneeling and bending.

Disclaimer: St John Qld does not accept any responsibility for any harm suffered by participants resulting from their participation in their training sessions.

B3. Special Needs and Support Needs

St John Qld will make reasonable adjustments to meet the support needs of participants.

Participants who have special needs, including those in relation to:

- language, literacy, or numeracy,
- a disability, injury or condition that may impact their ability to participate in the course or assessment,
- a disability or condition that requires the accompaniment of a support person or registered service animal, or
- any other concerns about access and equity,
- are encouraged to raise these at the time of booking, or as early as practicable. Advance notice will allow our Training team time to make the necessary arrangements to ensure their needs are addressed.

Participants are also encouraged to identify themselves to their trainer before the course starts, so any arrangements can be confirmed.

Where a support worker or interpreter is required, St John Qld is not responsible for the payment or booking of this service.

Where a participant's needs cannot be met in one of our public courses, options for alternate arrangements will be discussed with the participant and/or their booking contact.

B4. Children and young people

Unless otherwise stated, children under the age of 10 are not eligible to enroll in St John Qld courses.

Participants between the ages of 10 and 14 years enrolling in a course must attend with a supervising adult (18 years or over). It is recommended that the supervising adult enrolls in the course, too.

St John Qld does not take responsibility for participant care during lunch breaks or before and after training.

St John Qld does not take responsibility for underage (18 years) participants at licensed external venues.

B5. Bookings

Once a booking has been processed, whether by the customer or by Training Support Services, St John Qld will send the participant and booking contact a confirmation email, verifying that they are enrolled. **A booking is not confirmed until this confirmation is received.**

St John Qld is not responsible for delays in processing bookings due to missing or incorrect booking details, and/or missing Purchase Orders (where required).

It is the customer's responsibility to provide the correct account details, and a valid Purchase Order and/or Purchase Order number with any bookings, if required by their company. Customers who are unsure of their company's booking requirements should check with the person in their organisation responsible for paying invoices (i.e. Training Manager, Accounts Payable).

B6. Enrolment and pre-course requirements

Enrolment & USI

All participants must complete an enrolment form prior to any St John Qld course they attend. A Statement of Attainment cannot be issued without a complete enrolment form.

Enrolment requires the following **minimum information** for each participant:

- Full legal name, as it appears on their USI record
- Date of birth
- Unique Student Identifier (USI) or USI Exemption (accredited courses only)
- Email address (must belong directly to the participant)
- Mobile Phone number (must belong directly to the participant)
- Residential suburb and postcode

See **B29. Issue of Certificates** for further details. For more information about USI's, visit www.usi.gov.au.

eLearning

Participants will be advised of any e-learning requirements at the time of booking. A unique e-learning link will be sent to the participant's email.

The e-Learning must be completed by the participant via their unique link, no later than 2 hours prior to the course start time.

It is the participant's responsibility to ensure that their e-Learning is completed on time. Failure to do so may result in the

participant being turned away from the course.

Pre-requisites

Certain courses require participants to meet pre-requisite criteria. Participants will be advised of such requirements at the time of booking. It is the participant's responsibility to ensure that they have followed the instructions and met the pre-requisite within the timeframes provided. Failure to do so may result in the participant being turned away from the course.

B7. Participant Handbook

The Student Course Confirmation will contain a link to the Participant Handbook. This includes the Terms and Conditions, Assessment Arrangements, and Policies and Procedures related to Training with St John Qld. Participants are expected to read this prior to attending their course, so they understand the conditions of training with St John Qld.

B8. Code of conduct in the training room

In all St John Qld training rooms and training sessions, all participants (including the trainer) are required to:

- Treat all other participants with courtesy, fairness, and equality;
- Not engage in conduct that is discriminatory on the basis of gender, race, sexuality, disability, cultural background, religion, marital status, age, union affiliation, political conviction, or family responsibilities;
- Avoid behaviour that may be reasonably perceived as harassing, intimidating, overbearing, bullying or physically or emotionally threatening; and
- Be responsive and courteous when interacting with other participants of the course or session at all times.

Anyone contravening these terms may be asked to leave their course.

St John Qld reserves the right to end a participant's involvement in a course if they fail to follow the directions, policies or procedures communicated by the trainer.

Refer to the Participant Handbook for full details on the Code of Conduct.

B9. Participant leaves a course early

If a participant needs to leave a course early due to illness or personal emergency, they must inform their trainer at the time, or Training Support Services as soon as possible afterwards, to arrange to complete the training at a later date.

The participant may be required to book and pay again, and/or complete some or all of the course and assessments again within 3 months of the original course date to complete the training.

If a participant leaves a public course early, they will be offered the opportunity to reschedule their booking (**B12. Participant reschedules a booking** applies). A refund will not be available if the participant chooses not to reschedule.

If a participant leaves an industry course early, they may attend a subsequent industry course booking by the same customer, or may book into a public course, at the customer's own expense.

For multi-day courses, participants will need to complete the incomplete training day/s within 3 months of the original booking to complete the training.

B10. Participant is turned away from a course

A participant may be turned away from a course if they are deemed ineligible to attend. This includes, but is not limited to:

- If the participant arrives more than 15 minutes after the course start time;
- If mandatory e-learning was not completed at least 2 hours before the course start;
- If a pre-requisite was not met (i.e. certificate not provided and verified) prior to the course start;
- If the booking was not completed or confirmed prior to the course start;
- If the participant is absent for some of the course, including returning late from breaks;
- If the trainer considers the participant unprepared to participate; or
- If the participant fails to follow the Code of Conduct, or the instructions of the trainer.

In the event a participant is turned away from a public course, they will be offered the opportunity to reschedule their booking (**B12. Participant reschedules a booking** applies). A refund will not be available if the participant chooses not to reschedule.

If a participant is turned away from an industry course, they may attend a subsequent industry course booking by the same customer, or may book into a public course, at the customer's own expense.

Public Courses

The following applies to any public courses delivered by St John Qld:

B11. St John Qld cancels a public course

St John Qld reserves the right to cancel a public course at any time. Enrolment is accepted on the basis that St John Qld will not be held liable for costs incurred due to the course cancellation.

Reasons for cancelling a course may include (but are not limited to):

- "Force Majeure" circumstances outside St John Qld's control (e.g. natural disaster, public safety concerns);
- St John Qld's operational circumstances (e.g. unplanned trainer absence); or
- Course attendance is below minimum capacity – courses will not be delivered with one participant unless arranged on a case-by-case basis.

In the event a course is cancelled, participants and/or booking contacts will be notified as early as possible prior to the commencement of the course and be given the opportunity to:

- reschedule to another course within the next 3 months, free of charge;
- place the booking on hold for a maximum of 10 business days, or until another course is scheduled in the region (whichever is sooner), and reschedule at a later date; or
- cancel the booking and obtain a full refund of any course fees paid.

B12. Participant reschedules a public booking

The following applies where a participant or booking contact requests to change a public booking's date, time or location, referred to hereafter as "rescheduling":

Request received:	Outcome:
10+ business days before course	<p>Participants and booking contacts may reschedule a booking more than 10 business days before the course start date.</p> <p>Fees and limitations apply, as noted below.</p>
1-9 business days before course	<p>St John Qld will consider requests to reschedule bookings less than 10 business days before the course on a case-by-case basis and reserves the right to reject such requests. We may request a medical certificate or other relevant evidence from the participant.</p> <p>If approved, fees and limitations apply, as noted below.</p> <p>If rejected, the participant may either keep their booking or cancel it and forfeit the course fee. No refund will be issued, and the customer must pay any outstanding course fees. If a booking is still required, they will need to book and pay again.</p>
On or after course	<p>St John Qld will consider requests to reschedule on or after the course date, provided:</p> <ul style="list-style-type: none"> • the participant was unable to attend / had to leave early for reasons outside of their control (e.g. illness, family emergency, unexpected work commitments); • the request is received no later than 2 business days after the course; and • evidence can be provided upon request (e.g. medical certificate, letter from employer). <p>If approved, fees and limitations apply, as noted below.</p> <p>If rejected, no refund will be issued, and the customer must pay any outstanding course fees. If a booking is still required, they will need to book and pay again.</p>

Fees

The first reschedule will be free of charge. Subsequent reschedules will incur a rescheduling fee of \$20 (incl. GST). This fee is payable over the phone at the time of reschedule.

Limitations

A participant or booking contact may request a maximum of 3 reschedules per booking. If they require rescheduling a 4th time, the booking will be cancelled, the course fee will be forfeited, and they will be required to book and pay again.

Participants and booking contacts can only reschedule to the same course type, *i.e. from Provide First Aid Full Day to another Provide First Aid Full Day*. Choosing a different course type will require the participant/booking contact to cancel their existing booking and make a new one. The terms in **B.14 Participant cancels a booking** will apply.

The new course date must be within 3 months of the original course date (or the soonest available date, if there are no course dates within 3 months).

Once a booking has been rescheduled, it is ineligible for a full refund if it is cancelled later.

Exceptions

Where the booking needs to be rescheduled due to a course cancellation by St John Qld, the above does not apply. Bookings will be rescheduled free of charge and not counted towards the rescheduling limitations mentioned above.

B13. Participant places a public booking on hold

When a reschedule is required but the new date, time, or location are unknown or not yet available, participants and booking contacts may request to place a booking on hold.

A booking may be held for up to 10 business days. It is the participant/booking contact's responsibility to contact Training Support Services to request a new course date. Failure to reschedule the booking by the 11th business day will result in the booking being cancelled, and course fees being forfeited.

Once a new course has been selected, the original booking will be rescheduled. Any payments of course fees made will be applied to the new course.

Once a booking has been placed on hold, it is ineligible for a full refund if it is cancelled later.

Exceptions

Where the booking needs to be placed on hold due to a course cancellation by St John Qld, failure to reschedule within 10 business days of placing the booking on hold will result in the booking being cancelled, and a full refund issued.

B14. Participant cancels a public booking

The following applies where a participant or booking contact requests to cancel a public booking:

Request received:	Outcome:
10+ business days before course	<p>Participants and booking contacts may cancel a booking more than 10 business days before the course start date, free of charge, provided the booking has not previously been rescheduled or placed on hold.</p> <p>If the course fee has been paid upfront, a full refund will be arranged.</p>
1-9 business days before course	<p>St John Qld will consider requests to cancel bookings less than 10 business days before the course on a case-by-case basis and reserves the right to reject such requests. We may request a medical certificate or other relevant evidence from the participant.</p> <p>If approved, and the course has been paid upfront, a refund will be arranged, provided the booking has not previously been rescheduled or placed on hold.</p> <p>If rejected, the participant may either keep their booking or cancel and forfeit the course fee. No refund will be issued, and the customer must pay any outstanding course fees.</p>
On or after course OR when booking is on hold	<p>St John Qld will consider requests to cancel and refund a booking on or after the course date, provided:</p> <ul style="list-style-type: none"> • the participant was unable to attend for reasons outside of their control (e.g. illness, family emergency, unexpected work commitments, etc.); • the request is received no later than 2 business days after the course; and • evidence can be provided upon request (e.g. medical certificate, letter from employer) <p>If approved, and the course has been paid upfront, a full refund will be arranged, provided the booking has not previously been rescheduled or placed on hold.</p> <p>If rejected, no refund will be issued, and the customer must pay any outstanding course fees.</p>

Pre-Paid Training Packages

The following applies to Pre-Paid Training Packages:

B15. Purchasing Pre-Paid Training Packages

Pre-Paid Training Packages apply to selected public courses. By purchasing a Pre-Paid Training Package, the customer purchases a discounted bundle of digital coupon codes. Each coupon code is redeemable for one pre-paid seat on any eligible public course.

Upon payment of the Pre-Paid Training Package, St John Qld will provide the customer with a unique coupon code for each seat pre-purchased. These codes may be redeemed by the customer (or their staff), to make a booking on any eligible public course.

Coupons cannot be resold or distributed outside the customer's organisation.

Coupons are non-refundable.

It is the responsibility of the customer to manage the distribution and usage of coupon codes. A report of coupon usage is available upon request.

Additional seats can be purchased at any time, either through additional Pre-Paid Training Packages, or at the full public course price.

B16. Redeeming Pre-Paid Training coupons

A coupon can be redeemed for a public booking on the course type purchased, or any eligible course of less value. For example:

A customer purchases a Pre-Paid Training Package of 18 x Provide First Aid Full Day coupons. They may use each coupon to book a seat on any public Provide First Aid Full Day course, or course of lesser value, within the coupon's validity period.

Throughout the 12 months, they might book:

- 8x attendees on a Provide First Aid Full Day course on 5 Feb at Mackay
- 3x attendees on a Provide First Aid Full Day course on 22 Apr at Cairns
- 2x attendees on a Provide First Aid Half Day course on 12 Aug at Nundah
- 5x attendees on a Provide CPR course on 30 Nov at Slacks Creek

One coupon per booking. Customers may either book online or through the Training Support Services to redeem their coupon. To redeem a coupon for a course of lesser value, customers must contact Training Support Services. The coupon will be considered redeemed, and no value will remain on the coupon. The value of the coupon cannot be split or transferred across multiple bookings.

Once booked, the coupon is considered redeemed, regardless of whether the participant attends or not. All standard terms in **Public Courses** above apply to the individual booking.

B17. Coupon validity

Coupons are valid for 12 months from the date of purchase. Unused coupons will expire at the end of the validity period. A refund is not available for unused or expired coupons.

B18. Changes to courses after purchase

If a customer has purchased a Pre-Paid Training Package for a specific course type, and the course type is no longer available within the coupon's validity period, the following applies:

Scenario:	St John will:
There is an equivalent course of higher value	Upgrade the remaining coupon's values to the higher value course
There is an equivalent course of lower value	Convert the remaining coupon's values to the equivalent course, and provide additional coupons to the difference in value (validity of 12 months from the date agreed by customer)
There is no equivalent course	Provide a full refund for unused coupons.

A course is considered equivalent if it offers the same unit codes and similar delivery method. Duration, price and other features may differ.

It is the responsibility of the customer to check adequate public courses are available in their desired location/s before purchasing Pre-Paid Training Packages. Should unexpected changes in course availability affect a customer's ability to redeem coupons, they are encouraged to contact St John Qld to discuss possible solutions.

Industry Courses

The following applies to any industry courses delivered by St John Qld:

B19. Quotes, deposits and availability of course dates

St John Qld arranges industry courses upon request, dependent on trainer availability, travel requirements and resourcing.

Quotes for industry (on-site) courses are available upon request. The quoted price will be valid for 7 days. No training date will be schedule or held until a booking is complete.

Upon receipt of the completed Industry Training Request form, the requested course/s will be booked if available, or a suitable alternative will be offered.

To secure an industry booking, the customer must:

- Complete an Industry Training Request form, and send it to groupbookings@stjohnqld.com.au
- Include a purchase order, if paying on account.
- If applicable, pay a non-refundable deposit of \$500 by credit card or bank transfer, and send remittance advice to groupbookings@stjohnqld.com.au

Prices and dates offered are based on the information provided by the customer. If the customer fails to provide relevant information that affects the cost of the course/s or our ability to deliver course/s, St John Qld reserves the right make necessary adjustments to the final price. Any changes will be communicated to the customer with as much notice as possible.

B20. Online Courses

For online industry courses, the customer must finalise the list of participants no later than 4 weeks prior to the course, to allow time for any equipment to be delivered.

Late additions to online courses may result in additional fees, i.e. the cost of an additional e-learning coupon.

B21. On-site venue requirements

Customers may choose to hold their industry course at a venue provided by St John Qld, or on-site at a venue of their choosing.

If training is to take place on-site, the customer is responsible for arranging the venue and ensuring it is in good standing, is hygienic and comfortable, and that facilities are fit to service the number of participants.

The training room must:

- have clean and clear floor space so participants can kneel and perform CPR on a manikin (2m² per person)
- have a TV bigger than 60 inches, with access to power and the ability for the trainer to plug equipment into the TV via HDMI cable;
- allow the trainer to connect to the Telstra 5G network, and use their devices from within;
- have reliable internet coverage (data or Wi-Fi) for participants to connect to the internet on individual mobile devices; and
- if the customer is supplying a projector, the training room must also have a clear, blank screen or wall, and be dark enough to see the videos being played clearly.

Parking

If it is agreed that parking is to be arranged by the customer, it must be on-site or within 500m of the venue, with a loading dock provided.

Inductions

If the trainer is required to complete an induction before arriving at a customer's site, the cost of the induction will be charged to the customer. Trainer fees will also be charged for inductions of 4 or more hours. These will be charged per half-day (4 hours), rounding up.

If an inducted trainer is unable to attend the course, St John Qld reserves the right to reschedule the course if there are no other inducted trainers available.

B22. Industry course capacity

Minimum: Unless otherwise stated, basic courses require a minimum of 2 participants to proceed; and advanced courses require a minimum of 4.

If a course does not have enough participants to proceed on the day, St John Qld reserves the right to cancel the course and charge the full course fee.

Maximum: Unless otherwise stated, the following course capacities are as follows:

Course type:	Max capacity:
Face-to-face accredited courses:	18 participants per 1 trainer (additional trainers available for a fee)
Online First Aid courses:	10 participants
Blended Online Mental Health First Aid Community courses:	12 participants
Non-accredited courses & presentations:	As venue capacity allows

B23. Preparing participants for an industry course

It is the responsibility of the customer to ensure participants are prepared for their course. This includes:

- providing participant details by completing a Training Attendance sheet by the required date,
- communicating to participants that training has been booked on their behalf,
- ensuring participants complete their enrolment forms before their course,
- (if required) ensuring participants have completed their e-learning at least 2 days before their course,
- (if required) providing participants' evidence to meet pre-requisites, at least 5 business days before the course, and
- ensuring participants arrive on time and prepared, with access to an individual mobile device (not a laptop) with data/Wi-Fi to complete the course work.

Participants who have not been enrolled by the course date may still attend on the day, provided there are no unmet pre-course requirements (e.g. e-learning, pre-requisites, vouchers, equipment). The participant must speak with the trainer before the course and complete an enrolment form before being admitted.

B24. St John Qld cancels or reschedules an industry course

St John Qld reserves the right to cancel an industry course at any time. Booking and enrolment are accepted on the basis that St John Qld will not be held liable for costs incurred due to the course cancellation.

Reasons for cancelling a course may include (but is not limited to):

- “Force Majeure” circumstances outside St John Qld’s control (e.g. natural disaster, public safety concerns); or
- St John Qld’s operational circumstances (e.g. unplanned trainer absence).

In the event an industry course is cancelled, participants and/or the booking contact will be notified as early as possible prior to the commencement of the course and be given the opportunity to:

- reschedule the course, free of charge;
- place the booking on hold for a maximum of 3 months, to reschedule at a later date; or
- cancel the booking and obtain a full refund of any course fees paid, including the deposit.

St John Qld may also cancel a course on the day if:

- Course attendance is below minimum capacity;
- Students have not met pre-course requirements (e-learning, pre-requisites, etc.);
- The venue (if on-site) is not suitable for training as agreed; or
- The course cannot continue for any other reason due to the customer and/or participants not being adequately ready to participate.

In such cases, the customer will be required to pay the full outstanding course fees for the cancelled course. If another booking is needed, they will need to book and pay again.

B25. Customer requests a change to an industry booking

Customers may request changes to the booking up to 6 business days before the course start date. Variations include changes to the following:

- time and date
- location
- capacity
- attendee details
- course/s delivered
- delivery mode
- parking arrangements
- travel or accommodation

- venue features, e.g. TV, projector, space, internet access

St John Qld will aim to accommodate any such requests within reason.

If a change falls outside the scope of the quote or incurs additional costs, these will be communicated to the customer before proceeding. St John Qld is not responsible for any delays resulting from this process.

Where a request cannot be accommodated, we reserve the right to reject it and offer a suitable alternative if one is available.

If the change request cannot be accommodated, the customer may either:

- keep the booking as is,
- accept the alternative offered, or
- cancel the booking for a refund of course fees, less the deposit.

Changes to bookings cannot be made for less than 6 business days before the course.

Exceptions

Where the booking needs to be rescheduled due to a course cancellation by St John Qld, the above does not apply. Bookings will be rescheduled free of charge.

B26. Customer cancels an industry booking

The following applies where a customer requests to cancel an industry booking:

Request received:	Outcome:
10+ business days before course	<p>Customers may cancel their booking more than 10 business days before the course date and forfeit their deposit and any additional costs incurred by St John Qld for the course so far (e.g. travel bookings).</p> <p>If the course fee has been paid upfront, a refund will be arranged (less the deposit and additional costs).</p>
0-9 business days before course	<p>If a customer cancels their booking less than 10 business days before the course, full course fees apply. No refund will be issued, and the customer must pay any outstanding course fees.</p>

Exceptions

Where the booking is cancelled by St John Qld, the above does not apply. Bookings may be cancelled free of charge, and a full refund applied.

Certificates

B27. Assessment of competency

For accredited courses, to gain your accreditation and be eligible to receive a Statement of Attainment, participants must fulfil the following criteria:

- Attend all sessions and complete all assessments to a standard deemed to be competent by the trainer. The assessment is based on interactive involvement in all aspects of the course; and
- Complete a questionnaire with 100% correct answers.

Should a participant be deemed Not Yet Competent (NYC), they will be eligible to re-book free of charge into the same course within 3 months or follow the appeals process. To re-book or lodge an appeal, please email enquiries@stjohnqld.com.au.

B28. Issue of certificates

St John Ambulance Australia Ltd (RTO 88041) issues a Statement of Attainment to participants who are deemed competent against set assessment criteria for all accredited courses.

A participant will receive a Statement of Attendance instead of a Statement of Attainment if:

- they are deemed NYC for an accredited course,
- they have indicated in writing that they will not provide a USI for an accredited course and request a Statement of Attendance instead, or
- they attend a non-accredited course.

All participants will receive their certificate (whether Statement of Attainment or Statement of Attendance) electronically within 30 days of course completion.

St John Qld is not responsible for delays in issuing Statements of Attainment caused by the participant failing to provide details necessary to issue (i.e. full legal name as it appears on their USI record, date of birth, validated USI, completed enrolment form, valid email address of the participant, all booking and payment processes completed).

If a participant fails to provide these details, St John Qld reserves the right to close their student record without issuing a Statement of Attainment/Attendance 6 months after their course end date.

B29. Sharing certificates with third parties (i.e. employers)

In line with our Privacy Policy, certificates (both Statements of Attainment and Statements of Attendance) are considered personal information. St John Qld will not share a copy of a participant's certificate to third parties (such as employers) unless the participant has provided written consent.

Participants can provide consent either from the Enrolment form, accepting a request to share a certificate online, or by completing and signing an Employer Certificate request form. The participant must state the specific email address the certificate is to be issued to, and each instance of consent is limited to the specific course and recipient. This is not an enduring consent.

B30. Validation of certificates

To verify the validity of any certificate or Statement of Attainment issued by St John Qld, please send the certificate to enquiries@stjohnqld.com.au.

To verify the validity of any certificate or Statement of Attainment issued by St John in another state or territory, please contact the relevant St John state or territory – details on this link: www.stjohn.org.au

B31. Exemptions, Credit Transfers & RPL

If participants have already completed components of courses and wish to enroll in another course containing the same units, they may be eligible for an exemption from those units. Where an exemption applies, the relevant units will be removed from the participant's Statement of Attainment.

CPR & Provide First Aid

Participants who have completed CPR training and wish to attend a Provide First Aid cannot receive an exemption from the CPR component, as the assessments are inextricable from broader courses. However, if the CPR was completed with St John Qld within 3 months of the Provide First Aid course, the participant will be eligible to receive a \$50 reduction on the full Provide First Aid course fee upon request (public bookings only, excludes Pre-Paid coupons).

Provide First Aid & Advanced courses

Participants booking in to advanced First Aid courses that include Provide First Aid units may apply for an exemption from the Provide First Aid portion of the course (usually the first day), if they have completed the relevant Provide First Aid units within 12 months of the course date.

If the Provide First Aid course was completed with St John Qld within the last 3 months, the participant simply needs to request the exemption. They will also be eligible for a \$50 reduction on the full course fee (public bookings only, excluding Pre-Paid coupons).

If the Provide First Aid course was completed with another provider within 12 months of the course date, the participant will be required to supply a copy of the certificate or USI transcript prior to course. The exemption will be approved pending the verification of the certificate/transcript. There will be no reduction in fees.

CPR & Low Voltage Rescue

If a participant has completed CPR and wishes to attend a Low Voltage Rescue (LVR) course within 3 months, they may request an exemption from the CPR component of the LVR (usually the first 2 hours). There will be no reduction in fees.

Credit Transfer & RPL

St John Qld does not offer credit transfers or Recognition of Prior Learning (RPL).

Payment and Refund Arrangements

B32. Payment for bookings

If payment is made by credit card, St John Qld will issue an electronic receipt upon payment, followed by a tax invoice within 1-2 business days. Payment must be made before the booking is processed.

If payment is to be made on account, the invoice will be issued once the course has been finalised. Payment must be made by the payment terms listed on the invoice. An invoice can be issued sooner upon request.

B33. Refunds

Where a refund is entitled under the above terms and conditions, the paid course fee, less any applicable service fee charge and partial fee forfeiture, will be refunded to you by St John Qld within 10 business days of the refund request being received.

Refunds will be paid by St John Qld to the person or organisation who made the original payment.

Records of refund decisions and issuance details will be stored securely on the participant's file and in our accounting system.

B34. Payments made by Third Parties

St John Qld will not be liable for reimbursement of course fees paid by a third party (person or organisation) on behalf of a participant, where the participant does not qualify for a refund as per the above terms and conditions.

It is the responsibility of the person or organisation who paid the fee to seek reimbursement from the participant in such cases, if they choose.

B35. Discounts

Customers may be eligible for discounts on their training product.

Discounts may not be stacked – only one discount may be applied to a training product at a time.

St John Qld reserves the right to change and end discounts and promotions at any time.

Complaints and Appeals

The Complaints and Appeals Process is as follows:

Making a complaint

In the first instance, participants are encouraged to discuss the complaint, appeal, concern or grievance with the trainer on the course on which they are enrolled.

Failing satisfactory resolution of the grievance with the trainer, the participant may lodge a written complaint or appeal with the Commercial Manager via enquiries@stjohnqld.com.au.

Where a complaint is raised by anyone other than a participant about the policies, procedures, services or products offered by St John Qld, the person may lodge a written complaint with the Commercial Manager via enquiries@stjohnqld.com.au.

Depending on the circumstances of each individual case, St John Qld may need to inform any person who is the subject of an investigation or allegation, or whose interests are likely to be affected adversely by a decision.

A person making a complaint or seeking appeal may, at any point during the complaint or appeals process, engage a support person or advocate.

At any time during a complaint or appeals process, St John Qld reserves the right to refer the matter for expert legal advice.

Timeframe

St John Qld aims to finalise all complaints or appeals in a timely manner.

- St John Qld will acknowledge receipt of a complaint or appeal within 7 business days of receipt.
- St John Qld aims to investigate and finalise a complaint or appeal within 30 business days of acknowledgment of receipt of the complaint.
- Where the investigation and/or finalisation of a complaint or appeal is expected to exceed 30 days, St John Qld will inform the complainant in writing, including the reason(s) for extension, and regularly update them on the progress of the matter.
- Complaints proceedings must be commenced within one year of the alleged event in question.
- Appeals must be received within 14 business days of the decision being received by the participant.

A complainant or person seeking appeal has the right to access certain documentation pertaining a complaint or appeal lodged by them, except where St John Qld believes information in St John Qld's possession may damage the effectiveness of the investigation, St John Qld has been counselled otherwise by legal experts or a statutory authority or where St John Qld believes that serious risk to personal safety or substantial amount of St John Qld funds may be at risk.

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