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### STUDENT BEHAVIOUR AND DRESS CODE.

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

Allan Bartlett

FACT Policy 1.03

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## Dress Code

All students and staff that attend training at First Aid Certification and Training are required to be dressed accordingly.

### For white card courses:

- Enclosed footwear (open foot or thongs are not permitted)
- High Viz clothing (can be provided on the day of training)
- Hard Hat (can be provided on the day if you have your own you may use it)
- Hearing Protection (will be provided on the day)
- Long Pants (preferred but not required)
- Long Shirt (preferred but not required)

### For First Aid & Other courses

- Loose pants or shorts (preferred for comfort doing CPR on the floor)
- T-Shirt, closed shirt (preferred for comfort doing CPR on the floor)
- Enclosed footwear (open foot or thongs are not permitted)

## Using a Smart Device to Cheat or as a Translator

FACT Adelaide (First Aid Certification and Training) provides both Nationally Recognised Training and Recreational Training. We provide an easy, stress-free learning environment however students are not permitted to use smart devices as a translator.

Any person caught using a smart device to cheat will be deemed as Not Yet Competent and asked to retake the training at full fee. Any student that relies on the smart device to translate for them will be asked to retake the course at a later date.

## Translator

Translators are the sole responsibility of the student undertaking the training. All fees for translator are at the expense of the student undertaking training at FACT Adelaide (first Aid Certification and Training). The management of FACT (First Aid Certification and Training) takes no responsibility for a translator or the fees payable to the translating service.

All translators are required to provide proof of the qualification they hold, if they are unable to provide the proof they will not be permitted to translate on that day.

Consult with management about the appropriateness of using a translator for nationally recognised Training as this may not be possible with your course.

## Late Arrivals

Failure to turn up to your nominated course on time means NO REFUNDS.  
Any students arriving more than 15 minutes after nominated course start time will not be allowed to enter.  
Full course cost will apply.

- Monday, Wednesday and Friday white card course start promptly at 08.30am.
- Saturday and public holiday courses start promptly at 07.45am.
- Tuesday and Thursday First Aid Courses start promptly at 08.45am.

We require all students to arrive at least 15mins prior to start time to have photo ID (Immicard, Driver's License, Proof of age or Passports) and enrolment scanned and checked. Australian citizens will be required to provide evidence of their citizenship such as a citizenship or birth certificate or a Medicare card. Photos or scanned copies of ID will not be accepted. The photo ID provided on the day MUST be the same photo ID that you used during the enrolment process.

Students may reschedule at NO FEE if they are able to supply a doctor's certificate via email on the day of training by 4pm. All transfers must be made in writing to [info@factadelaide.com](mailto:info@factadelaide.com). NO REFUNDS only transfers  
Text messages or voice messages will not be accepted.

## Online Enrolment and Booking System

When enrolling on to a First Aid Certification and Training course you will receive an email from our online booking system after your booking was completed and paid for. This email confirms you have successfully booked on to the course and that you have been provided with an offer of conditional enrolment. This means that your enrolment is only finalised once you attend the face to face training on the booking date that you have reserve and complete the enrolment process. For more information, see our FAQ's. Once your booking is finalised and paid, you will be provided with access to the Student Management System.

1. Read entire email to ensure you don't miss any important information.
2. All emails will be sent automatically however we at First Aid Certification cannot control the filters on your email. It is important to always check your spam folder if you haven't received it. If you have not received then email contact us immediately.
3. Failure to complete the enrolment process prior to starting the course will not stop you from completing the program but may prevent you from receiving the certification or White Card. We are happy to complete the process for you on the day for \$25 fees where you are able to provide truthful and accurate evidence to support your enrolment and can meet the eligibility requirements.

## Damage to Company Property

Any student that is found damaging company property will be removed from the premises and will not be permitted to return; no Statement of Attainment will be provided. No Refund.

## Disruptions in Class:

Any student found to be disruptive, abusive or aggressive to either staff or another student will be asked to leave, if the student refuses to leave in a timely manner FACT Adelaide (First Aid Certification and Training) may call the authorities.