FACT

First Aid Certification & Training

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Adelaide

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STUDENT ENROLMENT POLICY

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.

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Enrolment and admission into some FACT courses are subject to meeting certain prerequisite conditions and/or entry requirements these are listed on the website. Specific details of the prerequisites individual courses are contained in course documentation that is available to the student prior to enrolment.

In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, FACT staff will endeavour to assist them in understanding their options regarding meeting the standards. Any questions regarding these arrangements can be addressed by trainers or FACT management.

ENROLMENT

The enrolment procedure commences when a student confirms the booking in course(s) via the online portal. FACT utilises a Student Management System which is a fully automated system and students will be informed of successful enrolment. Information on the course and it's induction will be sent via the email address supplied during the online booking.

All online bookings will receive two emails the first been a confirmation of payment and the second has the student portal access link attached. The second email will also include instructions on how to complete the online enrolment, student materials required for the training and any other specific instructions required to complete the training.

A pre-course email and a training reminder the day before the training course will also be provided.

METHODS OF ENROLMENT

Students may contact the office for any information regarding the enrolments however no over the phone enrolments will be confirmed without final payment.

The methods of payment are:

- Visa Debit or Credit Card
- Mastercard Debit or Credit Card
- Cash

The preferred option of enrolment is via the website www.factadelaide.com. All enrolments require first name, last name, phone number and an individual email address. The Terms and Conditions are required to be read prior to confirming bookings. No booking can be confirmed without final payment.

PRE-COURSE STUDENT CHECKLIST

Students are required to complete the online enrolment email however if the student has difficulty, they can contact FACT staff and management which may be able to offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy, and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Flexible scheduling and delivery of training and assessment
- Learning materials in alternative formats i.e., large print
- Learning and assessment programs customised to the workplace
- Assistance with single name enrolment with the USI and enrolment email

ENROLMENT CHECKLIST

☐ Valid ID
      Can be:
            Proof of Age
            Driver's License
            Passport
            Student ID (if DOB supplied on card)
☐ Required Levels of English Communication
      (More details available within Student Handbook)
☐ Enclosed Footwear
☐ Pre-study completed
      (If applicable)

CANCELATION OF CLASS BY FACT ADELAIDE

If in the unlikely event FACT is required to cancel a scheduled course(s), with under 5 Business Days' Notice the following terms apply:
- Full refund in accordance with the refund policy
- Transfer to any course of the same value at no cost to the student
- A refund will automatically be granted

If a course(s) is cancelled where a student had previously indicated that they were unable to attend, the refund is not supplied.

Where FACT provides more than 5 Business Days' Notice, the following terms apply:
- Transfer to any course of the same value at no cost to the student
- No refund will be granted