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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.

Allan Bartlett

FACT Policy 10.01

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Student Course Selection

Enrolment and admission into some FACT training programs is subject to meeting certain prerequisite conditions and/or entry requirements these are listed on the website.

Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made 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 a training program(s) via the online portal. FACT utilizes TRUSSRTO Student Management System which is a fully automated system.

Students will be informed of successful enrolment and sent information on the course and their course induction via the email address supplied during the online booking.

All online bookings will receive two emails the first been a confirmation of payment 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.

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 prefer 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.

Pre-Course Email

As an additional support to enrolling students, FACT will send a pre-course email and a training reminder the day before the training course. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

On successful completion of the enrolment email the students will be able to gain access to a GSP link on a smart device allowing the student to attend the correct location.

All First Aid students will receive a SMS requesting confirmation of the completion of Pre-Study requirements, students are required to respond to the SMS.

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 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

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.

If the authorities are required to attend the premises any student that is involved in the disruption will be required to leave the premises in a timely manner. No Refund will be

Cancellation of Class by FACT Adelaide:

If in the unlikely event the training provider cancels the scheduled courses the following terms apply.

- Full refund in accordance to the refund policy
- Transfer to any course of the same value at no cost to the student

A refund will be granted if the course is cancelled, if a student has indicated that they were unable to attend the training before the cancellation of the course with the refund request refused. A refund will be granted to the student as is the other students, the student will not be required to reapply for the refund.