



34 South Terrace

Adelaide

5000

Ph: 08 7226 5936

Email: [info@factadelaide.com](mailto:info@factadelaide.com)

#### 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.

FACT Policy 5

DRESS CODE..... 3

USE OF SMART DEVICES ..... 3

TRANSLATOR ..... 4

LATE ARRIVALS ..... 4

ENROLMENT ..... 5

BEHAVIOUR ..... 5

## DRESS CODE

All students and staff that attended training at First Aid Certification and Training (FACT) Adelaide are required to be dressed accordingly.

- Enclosed footwear (Completely enclosed, flat shoe. Covering all of the foot, up to the ankle, without any toe or heel holes)
- High Viz clothing (can be provided on the day if you have your own you may use it)
- Hard Hat (can be provided on the day if you have your own you may use it)
- Hearing Protection (can be provided on the day if you have your own you may use it)
- Long Pants (preferred but not required)
- Long Shirt (preferred but not required)

## USE OF SMART DEVICES

FACT Adelaide 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 during course duration within the classroom.

Unacceptable uses of Smart Devices include (but not limited to):

- Translator
- Cheating
- Social Networking
- Games

Any person caught using a smart device within the classroom action will be taken as outlined below:

- Cheating: *Student will be marked as Not Yet Competent and will be required to retake the course, full fees will apply.*
- Translating: *Student will not be able to attend the course on that date. They will be required to return with a government registered translator. There will be no fee for the student that requires a translator if the training takes place within 2 weeks of the initial booking (rebooking fees may apply). Any rescheduling outside the 2 weeks will incur full fees. No refund is applicable in these circumstances.*
- Other: *Student will be warned. Failure to abide by instructions may result in removal from classroom, prompting a result of Not Yet Competent and they will be required to retake the course; full fees will apply.*

If for any reason a student needs to access Smart Devices during classroom time, it is their responsibility to inform the FACT trainer prior to commencement.

## TRANSLATOR

Translators are the sole responsibility of the student undertaking training. All fees for translator are at the expense of the student. FACT Adelaide takes no responsibility for the 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.

FACT Adelaide may provide recommendations for translators that have undertaken translating services at our premises previously. These translators have industry knowledge in the courses they offer translating services for. FACT does not discuss expenses relating to translating services.

## LATE ARRIVALS

Course Start Times (may vary occasionally):

White Card and First Aid:

Monday – Friday: 08.30am

Weekend and Public Holidays – 08.00am

All students are required to arrive at least 15 minutes prior to start time to have Photo ID (Student Card with date of birth, Driver's License, Proof of age or Passports) and enrolment scanned and checked. Photos or scanned copies of ID will not be accepted.

Failure to turn up to nominated course on time will result in the student not being able to take part in training that day. Full fees will still apply and no refund will be granted. For genuine extenuating circumstances, as determined by FACT, a reschedule of course may be applicable (a rebooking fee may apply).

Students may reschedule if they are able to supply a doctor's certificate via email on the day of training by 4pm. All rescheduling must be made in writing to [info@factadelaide.com](mailto:info@factadelaide.com). Text messages or voice messages will not be accepted.

No refund is applicable in these circumstances.

## ENROLMENT

After booking into a FACT course, an enrolment email will be directed to the nominated email address. This email gives you access to the Student Management System and requires you to complete the enrolment process.

Failure to complete the enrolment process prior to starting the course will not prevent a student from completing the course but any certification completed will be delayed until enrolment is completed.

FACT can assist where necessary, but this may incur an administration fee.

## BEHAVIOUR

Any student found to be disruptive, abusive, or aggressive to either staff or another student will be reminded of the acceptable behaviour within our courses. Refusal to comply, the student will be asked to leave. Any student that is found damaging property will be removed from the premise and will not be permitted to return.

If any student refuses to leave, when asked, in a timely and appropriate manner, FACT staff may contact SA Police for assistance. For students who've been asked to leave, no Statement of Attainment will be provided. No Refund will be given.