



**St John**  
Here for Life

# Student information for First Aid Courses

## 1. Welcome

We will shortly be welcoming you to one of our courses. We aim to provide you with the skills to be able to act as an emergency first aider in the event of you being first on the scene of a medical or accident emergency.

St John is committed to the provision of a safe and healthy work environment for staff and visitors. We ask that you consider your own safety and that of others while on the premises.

### > Sensitive Course Material

Some of the visual presentations used on the course may cause you distress as they depict first aid situations that may trigger an emotional response. If this happens to you please talk to your tutor, they will assist you in this situation and can provide contacts for support agencies that may be able to help you.

### > Disabilities and Physical Requirements

The majority of the course is practical and involves group participation. You will be required to demonstrate to the tutor that you are physically able to perform set first aid tasks. If you are unable to perform cardio-pulmonary resuscitation (CPR) on the floor long enough for the tutor to assess competency, then you may not meet the requirements for a St John Certificate.

If you have any disabilities or illness, which you feel may affect your performance during the course, please contact us to discuss this prior to the course commencement date.

### > NZQA and Unit Standards

For courses that provide NZQA unit standards, please bring your Record of Achievement (ROA) number with you. St John can arrange to have your unit standards registered with NZQA at a cost of \$1.58 per credit. Please bring the correct change to your course.

## 2. Course assessment

### > Assessment Activities

Assessment will take many forms throughout your course. These may include: written assessments, questions from your tutor, practical work and formal scenario assessments.

For courses with formal assessment you are required to demonstrate competency in simulated emergency situations in order to achieve the St John Certificate and any NZQA unit standards.

### > Student Resources

You will be supplied with all the material you need for your course and assessments.

### > Recognition of Prior Learning/Current Competency

Information and the fee for this process are available on request.

### > Learning Difficulties

If you have a learning difficulty, or other disability that makes it difficult for you to be assessed please notify the tutor so another form of assessment may be used and early assistance may be given.

### > Students booking on a First Aid Refresher Course

The First Aid Refresher course is only applicable to students, who have previously attended a First Aid Level 1/ First Aid Level 2/ First Aid Refresher course or the equivalent completed within the last 2 years. We are required to ensure students are eligible for First Aid Refresher training. Therefore we request that you bring a copy of your current St John (or other providers') First Aid certificate. Alternatively you may bring your St John refresher reminder letter/email or St John wallet card with course date. Your tutor is required to sight the document.

If you are unable to produce your certificate or proof of eligibility for a first aid refresher course, you may email it within 5 working days of the course to [training@stjohn.org.nz](mailto:training@stjohn.org.nz).

### > **Course Attendance**

It is important that the full course is attended to meet requirements for certification. Please do not schedule appointments during the class hours or you may not be able to obtain a certificate. Please make sure you are on time for the course or you may be refused entry. There is a lot to cover and the tutor will not be able to assess you as competent if you miss any of the course.

### > **Complaints/Compliments**

All complaints will be dealt with confidentially and every effort made to come to a satisfactory resolution. Your feedback will help improve our service.

We also appreciate when you have something you would like to make a compliment about and this encourages us to continue to give the best service we possibly can.

If you have any complaints regarding your course, tutor, assessment or venue, please discuss with your tutor at the time, or depending on the nature of the complaint write to one of the following contacts. These same contacts can be used for compliments:

**National Head of Training**  
St John  
PO Box 1443  
Christchurch 8140

**New Zealand Qualifications Authority**  
PO Box 160  
Wellington

## **3. Course organisation**

### > **Payment Terms**

Our terms and conditions are contained in a separate document. Please ensure you are aware of our payment, cancellation and rebooking terms and conditions.

### > **Clothing**

We suggest that you wear loose-fitting casual clothing, as the practical nature of the demonstrations and practice requires kneeling on the floor. Trousers and flat shoes are recommended.

### > **Smoking**

St John has a smoke-free work environment and students are requested to refrain from smoking whilst on St John premises.

### > **Sexual/Racial Discrimination or Harassment**

Sexual/Racial harassment and/or discrimination are unlawful and will not be tolerated by St John. Students who feel they have been discriminated against or harassed by a fellow student or St John staff member should contact the National Head of Training.

### > **Alcohol and Drugs**

St John reserves the right to refuse to teach a student if it suspects that they either have consumed, are under the influence of, or are in possession of alcohol or drugs during course hours (other than those personally prescribed by the individual's doctor or are authorised to be in their possession).

### > **Crèche**

There are no baby/child minding facilities available. Children and babies are not permitted in the classroom.

### > **Telephone Calls**

Students are asked not to make arrangements to receive incoming calls or text messages during class time unless it is a matter of urgency. Otherwise all cell phones are required to be turned off for the comfort of other learners.

### > **Breaks**

Tea and coffee facilities are available; please bring your own lunch and snacks as these are not provided.

### > **Car parking**

Some of our venues have free parking and others do not. If this is important to you, please call us to find out about a specific venue.