

Congratulations on your decision to book into a Medilife course! We pride ourselves on delivering a professional and memorable course that will meet your specific needs.

Our Guarantee

We guarantee that you will feel 100% confident and competent on completion of your course or we retrain you for free until you do, or *your money back!* * Conditions apply

Issue of Certificates

Certificates are issued to the student when 4 criteria are met;

1. Your legal name is provided as it appears on your drivers licence, passport or birth certificate.
2. The trainer has sighted your proof of identification at the course.
3. The course instructor has deemed you competent, and
4. Payment or a purchase order has been received.

Certificates are destroyed after 45 days if payment is not received. (see Certificate Reprints). Students who enrolled and paid more than 7 days prior to the course may receive the certificate at the successful completion of the course. Otherwise, issue of certificates is 7 – 10 days after the course.

Invoices & Payments:

Company invoices are produced upon enrolment into the course. Payment terms are net 7 days. The invoice is also a receipt after payment is made. Payment can be made by credit card (Visa, MasterCard), cheque or cash/money order. We do not accept Amex or Diners. We can provide our account details for direct deposits into our bank account. Australian Health & Safety P/L account customers can be enrolled based on our receipt of a company purchase order. The client is liable for debt collection fees. Any amount overdue will incur the greater of \$50 or 10% of the overdue amount which will be levied for administration fees and be payable immediately.

GST: First Aid Training is GST free. However, course materials not consumed and/or transformed during the course attract GST. Where applicable, GST is included in the published course fees.

Concessions:

Concessions are available to Social Security or full-time student card-holders subject to the card being sighted by the trainer at the course or relevant identification provided at the time of booking. A 10% concession is available on selected courses; however they can not be used in conjunction with any other special offers or contract prices.

Cancelled Enrolments in Public Courses

Where the student cancels:

- Less than 7 days before the course – no refund is available. A transfer to another course is available (see transfers).
- More than 7 days before the course a refund can be provided if all course materials are returned in new condition less any delivery costs incurred. Alternatively a transfer to another course is available (see transfers). Materials not returned or where the student elects to keep the materials, a fee of \$27.50 inc. GST is payable plus delivery costs.

Courses with low enrolments may be cancelled by Medilife, in which case a refund or free transfer is available. For those students not wishing to transfer who have already received their pre-course student pack can keep the first aid manual at a cost of \$25 or return it in original condition for a full refund.

Transfers

At times a student may need to transfer to a different course date. If the transfer request is made:

- less than 7 days before the course a \$27.50 inc. GST transfer fee applies.
- more than 7 days before the course one free transfer is allowed. Any subsequent transfers attract a \$27.50 inc. GST fee.

Please select your course date carefully!!

Photo ID cards

Students have the option of receiving a photo ID card. Should you wish to receive a photo ID card you need to:

Email a passport sized photo to contact@medilife.com.au (in jpg format) at least 7 days prior to the course.

- The photo ID card costs \$5.50 inc. GST if we receive your photo least 7 days prior to the course. Or;
- The photo ID card costs \$27.50 inc. GST if the photo is received less than 7 days prior to the course, on the day of your course or after your course completion.

Certificate Reprints/Results letters

If you lose your certificate or it has been destroyed a \$27.50 inc. GST admin fee applies to re-print it. If you require a letter confirming students' results there is a \$27.50 inc. GST administration fee applicable. If you require express processing of your certificate and you enrolled into your course less than 7 days prior to its commencement then a \$27.50 inc. GST admin charge is payable.

Smoking: In line with current regulations, smoking is not permitted inside any of the venues.

Please note: some courses are conducted at venues which have poker machines. If this conflicts with your religious or ethical beliefs please request a venue which does not have poker machines or other gambling activities.

Parking:

Please refer to your street directory for the location. A parking suggestion may be provided on your course confirmation. We take no responsibility for providing parking, for loss, damage or injury in the car park.

STUDENT RIGHTS + RESPONSIBILITIES

Students are required to:

- Attend 100% of the scheduled course time
- Approval of < 100% attendance is up to the trainer's discretion
- Practice non-discriminatory behaviour
- Take responsibility for your own learning
- Provide feedback to the trainer
- Accept constructive evaluation
- Ask for help when required
- Inform Medilife of your current mailing address

Assessment Issues:

- If you are unhappy with your assessment discuss the matter with your trainer or assessor who will explain the assessment procedures and criteria. You can then re-do your assessment or make arrangements to sit in on another public course at a later time.
- If you are still not satisfied, call the course co-ordinator to discuss the matter. If required, you can attend another course with a different trainer (at no cost) to re-do the assessment.

Access and Equity:

Students with language and literacy special needs may bring an interpreter with them for the duration of the course. Written assessments may be interpreted for the student, but no help in answering the questions is permitted. The practical component must be completed by the student with no help, except interpretation of the scenario instructions and other practical assignments. Co-ordinators/trainers/assessors are available to assist with this and other matters that require attention during the course.

Mutual Recognition:

We will recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations. Copies of certificates need to be sighted before the student can be exempted from or admitted into the course chosen.

Privacy Note:

We may use information collected about you for any of the following purposes:

- Perform administrative tasks including your credit facility.
- Inform you about our services or those of other organisations, re-accreditation notices and other notices.
- Develop products & services that may be of help to you.
- Risk assessment and compliance with regulatory bodies.
- Build and maintain a relationship with you and assist in the resolution of disputes.

Subject to the provisions of the Privacy Act you may have access to the information we collect about you.

Unless informed otherwise we will assume your consent to the use of your information as disclosed.

Apply First Aid HLTA301B

Perform CPR HLTCP201A

Provide Emergency Life Support HLTA201A

We are a Registered Training Organisation VETAB NTIS 2148

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