



Terms and Conditions

Student Information/Course Information

Our website has a comprehensive range of information that will help you make an informed decision concerning the training we provide.

This student agreement contains general information regarding the services we provide. Course specific information is located on our website for each specific course. The course specific information will provide you an indication of what is in the course and the assessments required, as well as vocational outcomes.

Your booking and payment is accepted on the basis that all of the information that you have provided is true and correct and is a conditional offer of enrolment. If, on the day of your booking:

It has been identified that you were not truthful in your responses and declarations you will not be eligible for a refund. If you believe that Safe Hands SA has made an error in its implementation of this policy, you should contact Safe Hands SA within 48 hours of the decision being made.

Once the course is booked and paid for, it is the individual student's responsibility to ensure they attend their booked course on the booked date and time.

To ensure our training meets the legal requirements set down for training nationally recognised courses:

- commencement start and finishing times stated in the booking must be adhered to
- students will not be permitted to take part in that day's program if they arrive later than 15mins after the start time of a booked course booked

Pre-Study requirements

Pre-study is a Mandatory requirement for all courses and must be completed before any face-to-face training takes place. Any student who fails to complete the pre-study will not be allowed to take part in the training and enrolment will be cancelled (Full fees will still apply)

In date, Photo ID (Immicard, Driver's License, Proof of Age or Passport) must be provided and verified on the day of training. Australian citizens should also bring their Medicare card or other form of evidence of citizenship (e.g. birth certificate)

If you are unable to produce a Photo ID on the day of your course, you will not be permitted entry and will be removed from the class. To reschedule full course fees will apply.

Unique Student Identifier (USI)

The Unique Student Identifier is a National Government initiative for all students from 1st January 2015.

Your USI account will contain all your nationally recognised training records and results completed from 1st January 2015 onwards. This will assist when you are commencing employment with a new employer or if you are commencing study with a new training organisation.

Every student from January 1, 2015, is required to provide Allens Training Pty Ltd with a verified USI before they can issue any certification.

You can download a fact sheet about the USI [here](#). If you do not already have your USI, visit the USI [website](#) to create one.

Enrolment

Enrolment and admission into some courses are subject to meeting certain prerequisite conditions. Specific details located in the individual course information on our website.

In the case that a potential student does not meet the prerequisite conditions, we will endeavour to assist you in understanding your options regarding meeting the standards. Any questions regarding prerequisites can be addressed by contacting us via our website.

Once enrolled into one of courses, students will be provided with login details to access their individual Training Desk Portal. Training Desk will provide the student with access to their training records (previous courses completed, Statement of Attainment) which can be downloaded at any time.

Course Delivery

Safe Hands SA delivers training on behalf of Allens Training Pty Ltd by way of a Third-Party arrangement. Safe Hands SA has an agreement in place which is registered with ASQA and is authorised to deliver training on behalf of Allens Training Pty Ltd.

Course Fees

Course fees are set at competitive rates and will be advised prior to the enrolment in a course. These fees vary from course to course. Fees and charges are available on request by contacting Safe Hands SA via the website.

It is our policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Course fee inclusions:

- All tuition;
- Support and coaching;
- Any associated student workbooks, handouts or manuals;
- Classrooms and facilities;

- Access to any specialised equipment necessary in the training.

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

There are no additional fees associated with training, except for cancellation fees or replacement of resources.

Students who require replacement of issued learner's resources or workbooks will be liable for additional charges to cover the cost of replacement.

Payments

Individual students: course fees are due and payable at the time of enrolment unless otherwise negotiated. No Statement of Attainment or Qualification will be issued until full and final payment has been received.

Student Fee Guarantee

Our courses are booked through Allens Training Pty Ltd who hold a term deposit for protection of student course fees that are paid in advance for a training course.

The intent of this is to ensure that mechanisms are in place to protect the student's investment and provide access to funds or a comparable course acceptable to the student at no additional cost, if the Safe Hands SA ceases to operate or is unable to provide the services outlined in the contract with the student.

Workplace or Group bookings

A minimum number of students are required for workplace and group bookings.

Online theory is a mandatory requirement for all blended courses. Any student who fails to complete this pre-study will not be allowed to take part in the training.

If a student has completed online theory and is unable to take part in the course another date will be offered. (Full fees will still apply)

USI numbers MUST be completed and returned before course date – link to USI [website](#) . This is a government requirement.

Travel fees will apply for travel more than 30kms from Adelaide CBD. These will be included in your quote for training.

Refund Policy and Cancellation

When an applicant accepts a place offered by Safe Hands SA and pays the fees, it means a binding contract is created between the student and Safe Hands SA.

Notification of cancellation/withdrawal from unit/s of competency, withdrawal, or deferral from a course of study must be made either by email or text message to Safe Hands SA.

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment more than 10 days before the commencement of a program will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment fees less than 10 days before the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Safe Hands SA is required to cover the cost of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- Enrolments in short courses (one day) can also be transferred to an alternative date in cases where there is one available.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Enrolment into a course via distance delivery will be deemed to have commenced when the learner resources have been dispatched.

There is no charge for a student to transfer to another course with Safe Hands SA. If Safe Hands SA cancels a course, then a full refund will be made available to whoever paid that course fee.

Please note that administration fees may still apply for the processing of refunds.

Discretion may be exercised by the Safe Hands SA in all situations if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal. In these cases, the student should be offered full credit toward the tuition fee in another scheduled program in place of a refund. Safe Hands SA may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment will be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form which will be sent to the student.

Note: If for any reason Safe Hands SA is unable to fulfill its service agreement with a student, Safe Hands SA will refund the student's proportion of fees paid for services not delivered or make alternative arrangements.

Guarantee of Training

Safe Hands SA reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Safe Hands SA reserves the right to change course fees, dates, content, trainers or method of presentation at its discretion.

Safe Hands SA undertakes that in the event they are unable for any reason to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements.

Continuous improvement

Safe Hands SA is committed to continuously improving our training and assessment services, student services and management systems. Central to this commitment is our

approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via course feedback forms, online feedback, and email. We actively encourage students to provide feedback to Safe Hands SA so we can improve our services in the future.

Learner satisfaction survey

After your training program, you will be prompted to complete a short survey when downloading your certificate. Your completion of this survey is important to Safe Hands SA for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Complaints and appeals

Safe Hands SA is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

In all cases, issues that arise during training and assessment that are a source of frustration or are in dispute; should be resolved at the time they occur between the persons involved. Sometimes, it will not be possible, and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

To submit a formal complaint or appeal in writing, please download and complete the complaints and appeal form and email it to contact@safehandssa.com

Safe Hands SA undertakes to apply the following principles to its complaints and appeals handling:

A written record of all complaints and appeals is to be kept by Safe Hands First Aid, including all details of lodgement, response, and resolution.

A complainant or person appealing is to be provided with an opportunity to present their case at minimal or no cost. Each complainant or person appealing may be accompanied and/or assisted by a support person at any relevant meeting.

The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint/appeal, and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant or person appealing is to be provided with a written statement of the outcome, including details of the reasons for the outcome.

The complainant or person appealing has the opportunity for a person or a body independent of Safe Hands SA to review their complaint or appeal following the internal Safe Hands SA complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.

Safe Hands SA shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.

Decisions or outcomes of the complaint or appeals process that favour the student or otherwise shall be implemented immediately.

Complaints and appeals are to be handled in the strictest of confidence. Decisions to release information to third parties are only to be made after the complainant or person appealing has permission for this to occur.

Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Full Details of the Students Rights and Responsibilities can be found at the website below:

<https://allenstraining.com.au/students/student-handbook>