

Course Terms and Conditions

These Terms and Conditions govern your participation in any course provided by Alert First Aid & Training. By enrolling in the course, you agree to comply with these terms and conditions.

Enrolment and Registration:

- Enrolment in the First Aid Course is subject to availability and acceptance by Alert First Aid & Training
- Registration for the course is confirmed upon booking completion via our website or booking form.
- The Training Provider reserves the right to refuse or cancel enrolment at its discretion.

Course Content and Materials:

- Alert First Aid & Training will provide all necessary course materials and resources for participants to complete the booked course.
- Course materials are for personal use only and may not be reproduced, distributed, or shared without permission from Alert First Aid & Training or Royal Life Saving Society SA as appropriate.

Certification:

- Participants who successfully complete all requirements of their course, including assessments and practical demonstrations, will receive a certificate of completion issued by Royal Life Saving Society SA RTO 0996.
- The certificate is valid for the specified duration as required by relevant regulatory authorities and industry standards.

Conduct and Behaviour:

- Participants are expected to conduct themselves in a professional and respectful manner throughout the course.
- Any behaviour deemed disruptive, disrespectful, or unsafe by Alert First Aid & Training may result in immediate dismissal from the course without refund.

Course Schedule and Attendance

- Alert First Aid & Training will confirm details of the course schedule, including dates, times, and location, upon registration.
- Bookings for sessions close **three days** prior to the course date to allow online training to be completed prior to the practical component.
- Registration for the online component closes **two days** prior to the course. Once registered, participants must complete the online learning prior to the practical component. If not registered prior to the course date, participants will be transferred to the next available course.
- Participants are required to attend all scheduled sessions of the course to receive a certificate of completion.
- Late arrival or absence from any session may result in exclusion from the course, and no refund will be provided.

Course Fees and Payment:

- Course fees are payable in full at the time of registration or by the invoice due date, unless otherwise specified by Alert First Aid & Training.
- Payment methods accepted by Alert First Aid & Training include online via credit or debit card, bank transfer, or other approved payment methods.
 - Please note, Alert First Aid & Training allows cash payment on the day of the course. If you need to pay by cash, contact angela@alertriverland.com.au when booking your course.
- Course fees are non-refundable unless Alert First Aid & Training cancels the course or agrees to a refund under exceptional circumstances.
 - No refund will be issued once the online component has been completed. Where appropriate, Alert First Aid & Training will transfer the participant to a future available practical session.

Changes and Cancellations:

- Alert First Aid & Training reserves the right to make changes to the course schedule, content, or instructors if necessary.
- In the event of course cancellation by Alert First Aid & Training, participants will be entitled to a full refund of course fees or offered alternative course dates.
- If you need to reschedule your course booking, Alert First Aid & Training will allow two reschedules, with a minimum of 48 hours' notice with no fees.
 - If a third reschedule is required, Alert First Aid & Training reserves the right to cancel your booking with no refund.
- We do understand that there can be extenuating circumstances outside of your control. If you do require a reschedule within 48 hours' notice, or have already rescheduled twice and need to reschedule, please contact Alert First Aid & Training at angela@alertriverland.com.au.

Photography Consent:

- The participant grants full rights for ALERT First Aid & Training to use the images resulting from the photography/video filming, and any reproductions or adaptations of the images for fundraising, publicity or other purposes.
- The participant grants permission for ALERT First Aid & Training to take photographs and/or video of themselves or their child, and for images to be shared on social media.
- To ensure the privacy of individuals and children, images will not be identified using full names or personal identifying information.

By enrolling in the course, you acknowledge that you have read, understood, and agree to abide by these Terms and Conditions as set forth by Alert First Aid & Training.