© ReVIVA First Aid Training 2024

Terms and Conditions

Enrolment and Selection
Students participate in courses involving physical activity; field trips, practical demonstrations, etc. and do so at their own risk, ReViva First Aid & Resuscitation Training students are covered by public liability insurance while working within ReViva First Aid & Resuscitation Training premises.

1. ReViva First Aid & Resuscitation Training reserves the right to decline acceptance into a program, cancel a student's enrolment or alternate a Trainer/Assessor at any time without notice.
2. Students can only participate in a program if they meet all necessary entry requirements and once their enrolment has been confirmed. Course fees are still payable for late enrolments.
3. Students are responsible for notifying ReViva First Aid & Resuscitation Training of any medical condition, barrier or disability or if they require assistance in throughout their learning.
4. Students can access and update their personal information by logging into the portal.
5. Requests from the student to transfer or credit their enrolment due to changes in personal circumstances will be considered and every effort will be made to ensure a placement into an alternative program.
6. If a student is unable to complete their course for any reason, ReViva First Aid & Resuscitation Training will endeavour to facilitate placement into an alternative pre-scheduled program.
7. Programs with low enrolments may be cancelled at late notice. Every effort will be made to contact students and provide them with fee credit or refund fees already paid.
8. It is the student's responsibility to note the date, time and location of the program as advertised. ReViva First Aid & Resuscitation Training will endeavour to provide students with regular updates and reminders.

Credit and Recognition of Prior Learning
ReViva First Aid & Resuscitation Training recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation. Credit and recognition of prior learning will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (i.e., presentation of original certificate or transcript or USI transcript). Applications for recognition and credit should be made before commencing any such unit.

Program Fees, Payments, Refunds and Transfers
Please refer to the program website for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).

1. To secure a place within the program an Administration Fee deposit is required to be paid prior to course commencement. If an application for enrolment is declined a full refund will apply.
2. If the total program fee is less than $400, then the total cost of the program is to be paid prior to commencement to secure a place within the program.
3. Students who are required by Government funding agencies to pay a revised student contribution fee will be invoiced for the difference between any receipted amount and the revised figure.
4. A maximum of two (2) assessment reattempts are permitted without additional charge.
5. Refunds may be made in the following circumstances:
   a) Participants have overpaid an administration fee.
   b) A student's enrolment has been cancelled by ReViva First Aid & Resuscitation Training .
   c) Student advises ReViva First Aid & Resuscitation Training at least three (3) days prior to course commencement that they are withdrawing from their program.
   d) A student withdraws from a program prior to commencement due to illness or extreme hardship as determined by ReViva First Aid & Resuscitation Training .
   e) In the event that ReViva First Aid & Resuscitation Training fails to provide the agreed services.
   f) Subsidised funding advice is received indicating a reduced student contribution fee is warranted.
6. All applications for refund must be submitted in writing in accordance with the Fee and Refund Policy Procedure.
7. No refunds will be issued once a student has commenced training.
8. TRANSFERS
   a. Transferring to another course after Enrolment: All participants of a Re:VIVA course are granted one free transfer after confirmation of booking. This includes students who failed to attend a course they were confirmed in. Any further request for a transfer will incur a Transfer Service Fee of $27.50 (GST included) per transfer. Qualifications will not be issued until all Transfer Service Fees are paid in full. Contact Re:Viva to arrange a transfer.

Cancellation of Course by Reviva

1. Re:Viva reserves the right to cancel courses, or change dates if necessary. In the event of course cancellation by Re:Viva, every effort will be made to transfer participants to another scheduled course with minimum inconvenience, or award a full refund to participants if requested. Refunds will be made available within 14 days notification by Re:Viva to the participant, if a transfer cannot be arranged.

Participation during Training

1. Most of ReViva's courses involve physical practice and assessment during training. As such, it is a requirement to achieve competency that participants engage in physical activity during the course, and interact with the Trainer and other participants.
2. Kneeling during CPR assessment. A mandatory assessment task is to demonstrate 2 minutes of continuous CPR on an adult mannequin placed on the floor. Therefore, you must have the ability to KNEEL beside the mannequin to undertake this training. If you are unable to undertake this task, please contact ReVIVA prior to enrolling in the course

*** Unique Student Identifier (USI)**
From 1 January 2015, we ReViva First Aid & Resuscitation Training can be prevented from issuing a student with a nationally recognised VET qualification or statement of attainment when the student completes their course if they do not have a Unique Student Identifier (USI).

Legislative and Regulatory Requirements
All students undergo an induction process at commencement of their program. This includes the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with a Student Handbook which details these obligations that affect participation in vocational education and training. The student acknowledges that they must ReViva First Aid & Resuscitation Training's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

Fee Protection
Prior to course commencement ReViva First Aid & Resuscitation Training requires a minimum deposit to be paid which will not exceed $1,500 per student. If the program fees are less than $1,500, the full fees may be payable prior to commencement. Following program commencement, full fees will be required to be paid by either a payment plan (if remaining fees are more than $1,500), or in full (if the remaining fees are below $1,500) for training and other services yet to be delivered.

Protecting Privacy
Information provided to ReViva First Aid & Resuscitation Training may be used or disclosed by for statistical, regulatory and research purposes. Primarily, the information will be disclosed to NCVER and/or an agency authorised to undertake surveys including Government agencies. In signing this form, students consent to the collection, use and disclosure of personal information in accordance with the Privacy Notice below. Information provided will be held and disposed of securely.

Issuing Credentials
Nationally recognised Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed within 30 days of being deemed competent. Records of credentials issued are maintained for up to 30 years. A credential reissue fee will be charged and payable on request for a credential to be reissued. Credentials will only be issued to the person identified on the credential on confirmation of valid Identification. A verified USI must be collected prior to issuing any credential.

Language, Literacy and Numeracy (LLN)
All prospective students must complete a language and literacy appraisal prior to an application for enrolment being processed and confirmed. Students requiring assistance with their learning will be identified upon enrolment. Trainers and staff ReViva First Aid & Resuscitation Training can provide students with the necessary support throughout the learning process.

Support Services
ReViva First Aid & Resuscitation Training responds to diverse student learning needs. Students are encouraged to express their concerns about their learning needs at all stages of their learning experience. The Student Handbook describes the types of support provided. Students are advised to make an appointment with their trainer for counselling and/or assistance.

Changes to Agreed Services
Where there are any changes to the agreed services that will affect a student, including in the event of ReViva First Aid & Resuscitation Training ceasing to operate, ReViva First Aid & Resuscitation Training will advise the student as soon as practicable. This includes changes to any new third-party arrangements or a change of ownership or any changes to existing third-party arrangements.

Complaints and Appeals
If a student experiences any difficulties, they are encouraged to discuss their concerns with their trainer, assessor or Management. ReViva First Aid & Resuscitation Training administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance. If a staff member or student wishes to make a formal complaint or to appeal an assessment decision, they are required to complete a Complaints or Appeals Form, which is available on request. Once the form has been completed, the form should be submitted to ReViva First Aid & Resuscitation Training for action.

Waiver of Liability
This agreement releases ReViva First Aid & Resuscitation Training from all liability relating to injuries or infection that may occur during, or as a result of, participating in any training course offered by ReViva First Aid & Resuscitation Training . By signing this form, you agree to hold ReViva First Aid & Resuscitation Training entirely free from any liability, including financial responsibility for infections or injuries incurred, regardless of whether injuries are caused by negligence. You also acknowledge the risks involved in your program. You acknowledge that you are participating voluntarily and that all risks have been made clear to you. Additionally, you do not have any conditions that will increase your likelihood of experiencing infections or injuries while engaging in this activity. By signing over leaf, you forfeit all rights to hold ReViva First Aid & Resuscitation Training liable for any reason. In return, you will make every effort to obey safety precautions and ongoing self-care as listed in writing and as explained to you verbally. You will ask for clarification when needed.

Image Authorisation
ReViva First Aid & Resuscitation Training will use photo or video images for promotional and social media purposes. Any residual intellectual property, copyright or image rights arising from that use belong to ReViva First Aid & Resuscitation Training. By signing this Application for Enrolment form you understand ReViva First Aid & Resuscitation Training will only utilise this material under privacy legislation and for its intended use and will not disclose this information to any third party without your authorisation.

☐ **I Agree** ☐ **I Disagree**

© ReVIVA First Aid Training 2024

In addition, we are required to include a student's USI in the data we submit to NCVER. If students have not yet obtained a USI, they can apply for it directly at ReViva First Aid & Resuscitation Training on a computer or mobile device.

Student's may already have a USI if they have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that students try to find out whether they already have a USI before attempting to create a new one. Students should not have more than one USI. To check if they already have a USI, students must use the 'Forgotten USI' link on the USI website at https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/.

Consumer Guarantee

ReViva First Aid & Resuscitation Training guarantees that the services provided will be:

- provided with due care and skill
- fit for any specified purpose (expressed or implied)
- provided within a reasonable time (when no timeframe is set for the training) delivered only by approved personnel

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), ReViva First Aid & Resuscitation Training will collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide us with your personal information, you will not be enrolled as an ReViva First Aid & Resuscitation Training Student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation.
- facilitation of statistics and research relating to education, including surveys and data linkage.
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact ReViva First Aid & Resuscitation Training to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

END OF DOCUMENT

© ReVIVA First Aid Training 2024