



Excellence in Training and Education Solutions

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# First Aid and CPR Pre Course Information

We are pleased that you are considering Beeken Pty Ltd for your First Aid training needs. The information contained in this Flyer is designed to help you understand what is required of you during your first aid course. Please take the time to read the information in this flyer as it covers your rights in relationship to refunds and what we expect from you as one of our students. We trust you will have a good time during the course, and that upon completion of the course you feel more confident and capable when dealing with first aid situations.

**Refunds** - If a course is cancelled for any reason by Beeken Pty Ltd or the course is booked out by the time your payment is received, a full refund or transfer to another course of the same value will be offered to you.

A full refund **minus a \$35 administration fee** will be granted to any student who notifies (in writing) withdrawal from the course at least 10 working days prior to the commencement of the course.

**No refunds** will be given to students who:

- Withdraw less than 10 working days before the course commencement date,
- Fail to notify no attendance, or not turning up on the day or
- Who choose not to complete the course after the course has commenced.

**Participant's behaviour** - It is the responsibility of the trainer to ensure that all participants enjoy the course. Consequently, your trainer will have the right to evict any student demonstrating disruptive, unacceptable or offensive behaviour, and/or is evident that an individual is adversely affected by drugs and/or alcohol. We want you to enjoy the course, have fun and be equipped to deal with first aid situations however we do ask that you consider others.

**Records and Privacy** - Beeken Pty Ltd operates under the privacy act guidelines and we do not sell or rent your details to other parties. All information about you is considered confidential and will not be released to any other person without your written consent. To view our full privacy statement please visit our website at <http://www.beeken.com.au> or contact our National Head Office on 1300 738 900.

**Recognition of Qualifications/ RPL** - All Registered Training Organisations are bound by the national guidelines for mutual recognition of all qualifications issued by any other issuing authority in accordance with the Australian Qualification Framework. We are also able to give RPL (Recognition of Prior Learning) to applicants who feel they meet some or all of the competencies as required. Applications should be sorted before attending a course and a fee is involved with this these processes.

To find out more about RPL please contact our National Head Office on 1300 738 900