

ALL AID FIRST AID

TERMS AND CONDITIONS FOR STUDENTS

All Aid First Aid (AAFA) is a **Registered Training Organisation (RTO)**, this means we're accredited by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training courses in Australia. Naturally, there are rules and regulations about how we do business as an RTO. Unsurprisingly these rules are called the "**Standards for RTO's 2015**".

The terms and conditions below are a brief summary of what you can expect from us, what we require from you and how we follow the RTO rules. More detailed information can be found in the [AAFA Participant Handbook](#).

- We make sure all our advertising and marketing materials are accurate, transparent and readily available.
- We may tag or upload photos of your course to our social media platforms. By agreeing to these terms and conditions you give us "written" permission to tag or upload photos of your course. However, we will always seek your verbal permission prior to any tagging or uploads. If you see anything on our social media that you are unhappy with, please let us know and we'll remove it immediately.
- We need you to provide us with some personal details, including a USI number.
- We use these details to make sure we're issuing certificates correctly and keeping our data files in order.
- We look after your privacy, we don't sell or share your details to 3rd parties. We do share your details with ASQA and NCVER, as legally required, in our annual compliance reports.
- If you have any specific learning needs or physical limitations, please let us know before your course and we'll endeavour to make reasonable adjustments to help you make the most of your training experience.
- Prior to and during your course, you will receive information on what to expect on the course, how our enrolment system works and how to download your certificate pending successful completion.
- All our prices and course fees are advertised up-front, with no hidden extras and no free iPads. If you feel you "*did not get what you paid for*" we will offer you a refund. If you have any problems or complaints, talk to your trainer or contact our Managing Director.
- We have policies, systems and people to help resolve any enrolment issues, complaints or assessment decision disputes.
- We use an "experiential learning" educational methodology and you can expect an inclusive, supportive and hands-on training experience that recognises and values your current skills and prior training, as well as offering a unique and challenging learning experience.
- All our courses involve the use of wound props, stage makeup and effects for our simulation events. You'll be expected to be both a first responder and a casualty during the course.
- You can expect to receive a high-quality training experience from knowledgeable, qualified and professional staff who have current, real-world knowledge of first aid, as well as current training & assessment skills.

This is a simplified version of our full terms and conditions detailed in our [Participant Handbook](#)