

Terms and Conditions for Heart Start Training Services

Welcome to Heart Start Training Services! We are committed to providing high-quality First Aid courses. Please read these terms and conditions carefully as they outline the agreement between you and Heart Start Training Services.

1. Student and Course Information

Our website is your primary resource for detailed information regarding the training we offer. We encourage you to explore the course-specific details available there, including content, assessment requirements, and potential vocational outcomes.

By booking and paying for a course, you confirm that all information you have provided is accurate and truthful. This forms a conditional offer of enrolment. If, on the day of your booking, it's found that you were not truthful in your responses or declarations, you will not be eligible for a refund. Should you believe Heart Start Training Services has made an error in applying this policy, please contact us within 48 hours of the decision.

Once your course is booked and paid for, it is your responsibility to attend on the scheduled date and time. To ensure our training meets national recognition requirements:

- **Punctuality is essential:** Course commencement and finishing times must be adhered to.
- **Late arrivals:** Students arriving more than 15 minutes after the stated start time of a booked course will not be permitted to take part in that day's program.

2. Pre-Study Requirements & Identification

Pre-study is a mandatory component for all courses. It must be completed before any face-to-face training begins. Failure to complete the required pre-study will result in non-participation in the training, and your enrolment will be cancelled. **Full course fees will still apply in this instance.**

Valid photo identification is required and must be presented for verification on the day of training. Accepted forms of ID include Immicard, Driver's License, Proof of Age card, or Passport. Australian citizens should also bring their Medicare card or another form of evidence of citizenship (e.g., birth certificate).

If you are unable to produce valid 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.

3. Unique Student Identifier (USI)

The **Unique Student Identifier (USI)** is a national government initiative for all students undertaking nationally recognised training in Australia from January 1, 2015, onwards. Your USI account stores your training records and results.

Heart Start Training Services, in partnership with Allens Training Pty Ltd, requires a verified USI before any certification can be issued. If you do not have a USI, please visit the [USI website](#) to create one. You **must** provide your verified USI to us before your course date; this is a government requirement.

4. Enrolment Process

Admission to some courses may be subject to meeting specific prerequisite conditions. You'll find detailed information on these requirements within the individual course descriptions on our website. If you don't meet the prerequisites, we will do our best to guide you on your options for meeting the required standards. For any questions regarding prerequisites, please contact us via our website.

Upon enrolment, you will receive login details to access your individual Training Desk Portal. This portal provides access to your training records (including previously completed courses and Statements of Attainment), which you can download at any time.

5. Course Delivery

Heart Start Training Services delivers training on behalf of Allens Training Pty Ltd through a third-party arrangement. This agreement is registered with ASQA, authorising us to deliver training on behalf of Allens Training Pty Ltd.

6. Course Fees and Payments

Our course fees are competitively set and will be communicated to you before enrolment. Fees vary by course and are available upon request by contacting Heart Start Training Services via our website.

Our policy is that the course fee is all-inclusive. You will not be surprised by unexpected requirements, fees, or expenses. Course fee inclusions typically cover:

- All tuition
- Support and coaching
- Any associated student workbooks, handouts, or manuals
- Classroom facilities
- Access to specialised equipment necessary for the training

Should additional resources (e.g., reference materials, research documents, personal computer) typically associated with a program of study be required, you will be clearly advised

of these in the pre-course materials or enrolment confirmation. There are no additional fees associated with training, except for cancellation fees or replacement of resources. Students who require replacement of issued learner resources or workbooks will incur additional charges to cover replacement costs.

Individual Students: Course fees are generally due and payable at the time of enrolment unless alternative arrangements have been negotiated. No Statement of Attainment or Qualification will be issued until full payment has been received.

7. Student Fee Protection & Group Bookings

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 but is unable to participate in the practical component, another date will be offered; full fees will still apply.

Travel fees may apply for travel exceeding 30km from the Barossa Valley. These will be included in your training quote.

8. Refund and Cancellation Policy

By accepting a place offered by Heart Start Training Services and paying the fees, a binding contract is created between you and Heart Start Training Services.

Notification of cancellation, withdrawal from units of competency, or deferral from a course of study must be made by email or text message to Heart Start Training Services. The following cancellation fees will apply:

- **More than 10 days' notice:** Students providing 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.
- **Less than 10 days' notice:** Students providing notice to cancel their enrolment less than 10 days before the commencement of a program will be entitled to a 75% refund of fees paid. The 25% retained by Heart Start Training Services covers committed staff and resource costs based on the initial enrolment.
- **Short courses (one day):** Enrolments can also be transferred to an alternative date if available.
- **After commencement:** Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. For distance delivery courses, commencement is deemed when learner resources have been dispatched.

There is no charge for a student to transfer to another course with Heart Start Training Services. If Heart Start Training Services cancels a course, a full refund will be made available to whoever paid the course fee. Please note that administration fees may still apply for processing refunds.

Discretion may be exercised by Heart Start Training Services in situations where a student can demonstrate extenuating or significant personal circumstances leading to their withdrawal. In these cases, a full credit toward the tuition fee in another scheduled program may be offered in place of a refund. Heart Start Training Services may also authorise a refund if circumstances truly require it.

Where refunds are approved, payment will be made to the student within 14 days from the date written notice of cancellation was received. Tuition refunds are paid via electronic funds transfer to the authorised bank account nominated by the student on the Refund Request Form, which will be sent to the student.

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

9. Guarantee of Training & Changes

Heart Start Training Services 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.

Heart Start Training Services reserves the right to change course fees, dates, content, trainers, or methods of presentation at its discretion.

We undertake that in the event we are unable to deliver training that has been paid for in full, we will refund the course fees or make alternative arrangements.

10. Continuous Improvement

Heart Start Training Services is dedicated to continuously improving our training and assessment services, student services, and management systems. This commitment is central to our approach to continuous improvement and the procedures we apply to achieve systematic and sustained enhancement.

Suggesting Improvements: Your feedback is invaluable! The primary methods for suggesting improvements are via course feedback forms, online feedback, and email. We actively encourage students to provide feedback so we can enhance our services.

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 vital for our ongoing service improvement and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

11. Complaints and Appeals

Heart Start Training Services is committed to providing a fair and transparent complaints and appeals process, including access to an independent external body if necessary.

Issues that arise during training and assessment, which are a source of frustration or dispute, should ideally be resolved at the time they occur between the persons involved. If this is not possible, we encourage you 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 from our website and email it to heartstarttrainingservices.com.au.

Heart Start Training Services applies the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals, including details of lodgement, response, and resolution, will be kept.
- A complainant or person appealing will be provided with an opportunity to present their case at minimal or no cost. They may be accompanied and/or assisted by a support person at any relevant meeting.
- Handling of a complaint or appeal will commence within 10 working days of lodgement, with all reasonable measures taken to finalise the process as soon as practicable.
- The complainant or person appealing will receive a written statement of the outcome, including reasons for the outcome.
- The complainant or person appealing has the opportunity for a person or body independent of Heart Start Training Services to review their complaint or appeal following our internal process. (Note: an independent review of findings generally relates to the appeals process and is less likely for complaints handling).
- Heart Start Training Services will maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes favouring the student will be implemented immediately.
- Complaints and appeals are handled in the strictest confidence. Information will only be released to third parties with the complainant's or appealing person's permission.
- Complaints and appeals are considered based on procedural fairness and contribute to continuous improvement.

12. Student Rights and Responsibilities

For full details of student rights and responsibilities, please refer to the Allens Training Student Handbook:

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