

# FIRST AID TRAINING FAQ'S

## 1. I need to do first aid training, which course should I do?

Provide First Aid (HLTAID011) is the Nationally recognised course for first aiders in a workplace and is the course required for the course you are studying or if you are an LTU responder. To complete this course you will be required to attend a 1 day face to face training session.

## 2. Do I need to complete CPR annually?

The Australian Resuscitation Council (ARC) recommends CPR be updated annually. If you are studying a course that requires a CPR for placement you are required to update your CPR annually, you will be advised by the Placement Team if you are required to maintain a current CPR Certificate

## 3. How do I book in for training?

Click on the LTU booking link below, this will take you to the LTU and St John Ambulance first aid training website.

- Select the course you need to attend, for example HLTIAID011 Provide First Aid or HLTAID009 Provide Cardiopulmonary Resuscitation (CPR)
- Select which venues training dates to view (either St John venues or Latrobe venues)
- A list of available dates and venues will appear in a calendar
- Select which option suits you
- Enter in your details (you will be required to create a new account the first time you book)
- Enter in the training participant details
- Enter payment details (if you are booking training at a St John venue, you need to include the Latrobe promo code **LTUPFA** for Provide First Aid or **LTUCPR** for CPR training to get your special pricing)
- Complete your booking
- An official St John confirmation will be emailed to you confirming all of your details

**Book in for training link:** <https://ssl.stjohnvic.com.au/training/latrobe/landing.html>

## 4. Do I need to pay for my training when I book?

You will be required to pay for your training to complete your booking. There are various payment methods available including credit card.

## 5. I can't attend my training and need to re-schedule?

You will need to contact the LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)) to re-schedule. Your email should include: your name, the date and location you are currently booked for training, the date and location you would like to re-schedule to and your enrolment number (this is included on your St John confirmation).

**6. I need to cancel my training?**

You will need to contact the LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)) to cancel your scheduled training. Please note a cancellation fee may apply if less than 7 days' notice is provided.

**7. I didn't attend my training course?**

You will need to contact the LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)). An email should include your name and enrolment number. Please note if we have not received notification at least 7 days prior to your scheduled course you may be charged again for your course.

**8. Can I organise a group/onsite training?**

Yes, St John can conduct group/onsite training. For onsite training please contact the St John LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)).

**9. How often do I need to complete my first aid training?**

Your Provide First Aid training is to be updated every 3 years. CPR is recommended annually and does not impact your Provide First Aid qualification status.

**10. The last course I did was a Level 2 course or course, which course do I need to do?**

Provide First Aid is the course you will need to complete to update your qualifications.

**11. When do I receive my Statement of Attainment (Certificate)?**

A Statement of Attainment (Certificate) will be emailed<sup>^</sup> after successfully completing the course.

<sup>^</sup>Your USI must be recorded with St John as a certificate can't be issued until the USI is recorded and an online feedback form completed at the end of the course.

**12. Do I need to provide a copy of my Statement of Attainment (certificate) to LaTrobe?**

- *Employees* – employees are required to provide a certificate to [ohs@latrobe.edu.au](mailto:ohs@latrobe.edu.au). As part of the St John feedback process simply enter in the email address for the employer and tick the "approve" box to release the certificate to your employer and the certificate will automatically be sent for you.
- *Students* – students will need to submit a copy of their Certificate/Statement of Attainment to La Trobe via InPlace.

### 13. What happens if I don't pass the course?

Should you be deemed Not Yet Competent (NYC) you can appeal the decision within 2 weeks. The St John State Training Manager will review your assessment and will advise you of the outcome. Contact the St John LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)) to appeal your assessment decision.

### 14. Do I need to provide a USI Number?

As St John is a Registered Training Organisation (RTO) a USI is required in order for St John to issue your Statement of Attainment. Please ensure the name you register with St John matches the name registered with your USI. Your USI can be recorded on the St John website once you receive your booking confirmation. To create a USI or for more information on USI's please visit [www.usi.gov.au](http://www.usi.gov.au). To record your USI with St John click on the following link Record USI with St John

### 15. How do I record my USI?

You can record your USI on the St John website after enrolling into a first aid course. Click on the following link to record your USI on the St John website (Record USI link). If you need assistance registering your USI please contact the St John LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)). To create a USI or for more information on USI's please visit [www.usi.gov.au](http://www.usi.gov.au)

### 16. What if I have a preferred/chosen/affirmed name?

Due to St John's First Aid training using the Unique Student Identifier (USI) as per Federal Government Education Act requirements, a person's legal/paper name is required on the certificate. As a workaround for our staff and students who have a preferred, chosen or affirmed name that is different to their legal/paper name, we propose the following in order to avoid your legal/paper name being used throughout the class and on the presented learning materials:

- a. Fill out the registration form, using your preferred/chosen/affirmed name
- b. St Johns will then send out a USI registration form, **do not fill this out until after the class has finished**
- c. Delaying the USI form will mean your preferred/chosen/affirmed name will be present on the roll and learning materials
- d. While delaying the completion of the USI form will not affect your participation in the class, it will delay your participation certificate. Your participation certificate will still show your legal/paper name.

### 17. Do I have to attend a course being held at LaTrobe?

You can complete your training at either a Latrobe venue or a St John venue. All venues and available dates are available on the LTU first aid training website.

**LTU training link:** <https://ssl.stjohnvic.com.au/training/latrobe/landing.html>

### 18. How do I verify my certificate is valid?

You can verify if a certificate is valid by visiting the verify certificate page on the St John website ([verify certificate link](#)). You will need the individual's name and certificate number. If you need assistance please contact the St John LTU bookings team by phone (8588 8391) or via email ([latrobe.firstaid@stjohnvic.com.au](mailto:latrobe.firstaid@stjohnvic.com.au)).

**19. What sort of clothes should I wear to the training session?**

Comfortable casual clothing is recommended. As part of the course there are activities that require you to bend, kneel and lay down on the floor.

**20. Is there any physical elements of the course?**

Training of this nature involves moderate physical activity, including kneeling and bending. St John does not accept any responsibility for any harm suffered by you as a result of your participation in your training sessions. You will be required to complete CPR on the ground.