

Code of Practice

Preamble

FACT Co (First Aid & CPR Training Co Ltd trading as FACT Co) delivers first aid training designed to save lives. Our courses are fun and interactive learning sessions from which each attendee leaves with confidence in their new First Aid skills to be able to act with critical thinking and deliver appropriate first aid in an emergency situation.

This document provides information about our first aid courses, our training venues, payment options, and how to prepare for your course.

Privacy Statement

We will only use the personal information provided by trainees for the purposes of training, or other services requested by trainees. We will only share the information provided with our Training Partners for the purpose of reporting any standards achieved, and as requested by you.

Enrolment

To book your first aid course visit our website (www.factco.nz) to use the online booking system which shows the course dates and prices.

Alternatively, you can call us on 0800 FACT CO (0800 322 826) or email training@factco.nz

Enrolment Criteria

Our First Aid courses have open entry.

Language & Literacy

- Courses are delivered in conversational English and require the ability to speak and understand English.

- Learning is assessed through practical demonstration – very little writing is required.
- If you need help with any written component of the course, our instructors will be more than happy to help.
- The instructor will read out any assessment instructions.
- If you have any concerns regarding your ability to read, write or communicate in English, please discuss with your instructor at the start of the course.

Physical Ability

- You will be required to demonstrate to the instructor that you are able to perform the First Aid skills required by the course curriculum.
- If you are not able to perform cardio-pulmonary resuscitation (CPR) on the floor long enough for the instructor to assess competency, you may not meet the requirements for the first aid certificate.
- If you have concerns that your mobility or physical agility may have an impact on your successful performance, please contact us prior to enrolment to discuss the best way ahead.

Equal Opportunity

Everyone is welcome on our courses.

While we may not be able to certify competence at the completion of the course, all of our courses are open to all people regardless of ability, background or demographic make up.

We treat all trainees, clients, staff and partners with dignity and in an ethical and responsible manner consistent with the principles of social justice and of Te Tiriti o Waitangi.

If you feel in any way excluded, please talk to us about your learning needs before taking the decision that you cannot participate.

Training Standards

We will maintain an exceptional level of quality in our training and in our management processes and procedures.

We will:

- Deliver on our promises by designing courses that meet clients' needs in terms of content, delivery style and workplace requirements.
- Deliver training sessions in facilities suitable to the achievement of specified competencies and desired outcomes.
- Support trainees in all aspects of their learning, regardless of learning style or ability.
- Assist trainees from different linguistic and cultural backgrounds, different ability and agility levels and different learning capabilities.

We offer the following courses:

- Comprehensive First Aid (12 Hours)
- Everyday Workplace First Aid (8 Hours)

These courses have been designed to meet the requirements of General Requirements for Workplaces: First Aid at Work, from WorkSafe as well as the New Zealand Resuscitation Council Guidelines which is our Primary Reference. Certificates achieved at the successful completion of the above courses are valid for two years.

PCBUs should carry out their own First Aid risk management process in deciding which course is appropriate for their own workplace.

We also offer:

- Refresher First Aid (6 Hours)
- Courses tailored to individual or group requirements including; Basic First Aid, School Environment First Aid, Electrical Workers CPR & First Aid, and Defibrillator Training. (Varying length)

The full list of courses currently available is available on our website, along

with course descriptions, course fees, and duration.

Unit Standards & NZQA

Most of our trainees do not require the formal achievement of Unit Standards 6402, 6401 and 6400 and we do not lodge the achievement of these standards.

Where Unit Standards are required, programs are delivered and Unit Standards assessed and reported by our Training Partners.

Attendance at all modules of the course and all assessments must be completed. All modules must be completed within three months of the beginning of the course.

Where competence is not successfully demonstrated, assessments can be attempted twice further.

All assessment material will be kept by our Training Partner for moderation purposes as required by NZQA.

- **Venues**

We deliver training at various venues across New Zealand. Please check the training schedule for venue information, and refer to the course confirmation for parking and other venue information.

- **Attendance**

Trainees must attend all sessions in person to receive their certificate of achievement.

- **Punctuality**

Our courses start promptly at the advertised start time. Please be at the training venue at least 10 minutes before the start time. Late arrivals may be refused entry to the course at the instructor's discretion.

- **Interactive Learning**

Our learning environments are safe spaces. Trainees are involved in role plays and scenario demonstrations which require active

participation to successfully complete the course. These scenarios involve touching others.

- **Clothing**

We suggest trainees wear active-wear: clothing that allows free movement.

- **Class Audit**

You must be enrolled on the course prior to attendance. There is no opportunity to “audit” a class.

- **Supplies & Resources**

Notesheets will be provided for those who learn best from writing things down. Please bring your own writing implement. Our First Aid Training Manual will be provided at the end of the course, and an electronic Certificate of Achievement will be sent upon completion.

- **Refreshment**

Refreshments are not provided as part of the course fee. Training sessions are punctuated by breaks for morning tea, lunch and afternoon tea to allow trainees to stay nourished and hydrated. Eating during sessions is not permitted, though you are welcome to bring a water bottle which may be used during the session.

Course Rules

- **Lateness**

Late arrivals may be refused entry to the course at the instructor’s discretion, and transferred to a later course. We reserve the right to charge to transfer course dates. The transfer fee will not be greater than 20% of the original course fee.

- **Electronic Disruption**

Mobile phones and other electronic devices not required for learning must either be turned off, set to do not disturb, or to silent mode. If you need to take a call at any time other than a scheduled break, please leave the training room. The instructor may require you to attend another session to cover what was missed during your absence.

- **Substance Use**

All of our training venues, including outside areas are smoke free. Vaping and smoking is permitted only off site. The use of alcohol and illegal substances is prohibited.

- **Safe Spaces**

Our learning environments are safe spaces. We operate a zero-tolerance policy towards disruptive, abusive, threatening or offensive behaviour. Trainees exhibiting such behaviour will be required to leave and will only be offered an opportunity to attend a later session after thorough review.

- **Price**

Course fees are charged at the price advertised on our website at the date of enrolment, unless agreed in writing in advance.

- **Payment Options**

- Online Payment

Credit Card payments are taken at the time of enrolment and guarantee a place on the course

- On Invoice

You may request an invoice, which is raised at the time of enrolment and payable on demand. You are guaranteed a place on the course on payment of the invoice. A direct debit authority may be required.

- On Account

Key Clients may be offered the ability to operate a credit account. Invoices are raised at the time of enrolment and are due for payment on the 20th day of the month following the date of the invoice. On Account registrations are guaranteed a place on the course on enrolment. A direct debit authority may be required.

If you do not pay an invoice by the due date:

- You will be liable to pay any costs that are incurred by anyone (including debt recovery agents) in recovering the money you owe or in exercising any other rights, including commissions and the legal costs of a solicitor.

- We will reverse any discounts offered you, and suspend or terminate your account.

Cancelations, Transfers & Refunds

We will offer you a full refund in the event that we cancel or reschedule the session for which you are enrolled. A partial refund of 50% of the course fee less any online processing fees may be offered in other circumstances, at our sole discretion.

Free transfers are available at no charge by providing 10 working days written notice. Transfer requests within 10 days incur a 30% transfer fee.

All cancelations and transfer requests must be in writing via email to training@factco.nz.

In house training sessions may be cancelled up to 10 days prior to the scheduled start date of the course. Within 10 days of the scheduled start date, In House Courses may be transferred to another date. A transfer fee of 30% of the course fee is payable, plus any direct costs incurred by us.

We reserve the right to cancel courses, and will make every effort to give 10 days notice of any such cancelation. First Aid & CPR Training Company Ltd (FACT Co) will not be responsible for any costs incurred due to such cancelation.

In the unlikely event that you are dissatisfied with any of our courses, please follow the process outlined below.

1. Tell Us

Talk to the course instructor at the time of dissatisfaction. There may be an immediate remedy available.

2. Write to Us

If the course instructor is not able to resolve the issue, write to us at:
The Director of Training
FACT Co

7 Burdale Street, Riccarton

or by email at training@factco.nz

Written complaints must be sent to us within 10 days of the course completion; and we will reply in writing within five working days of receipt. In our reply, we will propose a resolution.

Your complaint could relate to any part of the course, including assessment results, teaching style, harassment or discrimination.

We will refer any complaints concerning the assessment and achievement of Unit Standards to our Training Partner who will follow their own process for complaints and appeals.

Health & Safety

All employees and trainees must adhere to our Health and Safety policies, and associated legislation.

When teaching at a client's venue we expect that they have processes in place to protect the health and safety of both the instructor and trainees.