

City First Aid Training



"E hakangungu ana i ngā iwi ki te whakarauora tangata"
"Training people to save lives"

At City First Aid Training, we take great pride in delivering professional first-aid training in a compassionate, engaging, and interactive manner. Our commitment to 'training people to save lives' is unwavering. We provide up-to-date, relevant, and applicable first aid knowledge and skills to foster confident first aid responders.

This document provides information about our available first aid courses, course information and expectations.

Privacy and Confidentiality: Information privacy is of utmost importance to us. We collect information as mandated by NZQA for unit standards accreditation into personal learning records. Additionally, we gather personal data for certification and office administration purposes. In compliance with the Privacy Act 1993, we will only utilise the provided personal information for training, certification, and unit standards reporting, and we will share it solely for these specified purposes.

Equal Opportunity and Te Tiriti o Waitangi: Our courses are accessible and inclusive, irrespective of your background, experience, demographics, or disability, aligning with the Equal Opportunity Act 2010. We are deeply committed to empowering our trainees to care for themselves, their friends, whanau, and the broader community during emergencies. However, due to accreditation requirements, we may not be able to certify competence upon course completion. We approach all trainees ethically and responsibly, in line with the principles of social justice and Te Tiriti o Waitangi. If you have any concerns or require special assistance or customised learning support, please inform us during enrollment and discuss this with your instructor.

Our First-Aid Training Courses: City First Aid Training Limited offers a range of standard and tailor-made first aid courses. We are a NZQA accredited provider for the following Unit Standards.

- Comprehensive Workplace First Aid (12 hours face-to-face training) US 6402, 6401 and 6400
- Blended Learning E-Comprehensive Workplace First Aid (4 hours online pre-learning AND 8 hours face-to-face training)
- First Aid at Work US 6402 and 6401 (8 hours face-to-face training)
- Blended Learning E-First Aid at Work (4 hours online pre-learning AND 4 hours face-to-face training)
- Provide Basic Emergency Care US 29321 (24 hours total: 8 hours online pre-learning AND 16 hours face-to-face training (2 days))
- Provide first aid for young children - US 25459 (4 hours)

Certificate Validity: Certificates obtained from the above courses remain valid for 2 years upon successful completion of the course. We offer recertification training for Comprehensive Workplace First Aid (US 6400 series, 6 hours training) and Provide Basic Emergency Care (US 29321- 8 hours training+pre learning). These courses are open to trainees with first aid certificates that have expired within the past 3 months.

Booking a Course: You can conveniently book any of our courses by visiting our website, where you'll find information on public class dates, venues, and prices. Utilise our user-friendly online booking system to secure your spot in a public first aid course at www.cityfirstaid.co.nz. Alternatively, you can reach us by phone at 0800 277 222 (0800 CPR ABC) or by emailing us at info@cityfirstaid.co.nz.

Customised Courses: For tailored courses designed to meet the specific needs of your workplace or organisation, please get in touch with us. We'd be delighted to discuss your requirements and arrange a course that fits your needs. You can reach us at 0800 277 222 (0800 CPR ABC) or via email at info@cityfirstaid.co.nz.

Enrolment Criteria: Trainees are expected to be proficient in basic English. If you require an interpreter to assist with communication during the course, please arrange this yourself and contact us to let us know in advance.

Course Fees and Payment: Course fees are listed on our website. We offer multiple payment options. Credit card payments can be made during the enrolment process via our booking system, securing your place in the course. Additionally, we accept online banking payments and kindly ask that you use your last name as a reference and the course date as particulars when making these payments.

Invoice and Payment: An invoice can be requested and is payable upon demand. Payment of the invoice secures your place in the course.

Failure to settle an invoice by the due date will result in the following consequences:

- Liability for all costs incurred by any party, including debt recovery agents, in the process of recovering the owed amount or exercising any other rights. This may include commissions and legal costs.
- Reversal of any previously offered discounts.
- Account suspension or termination.

Cancellation and Refunds: City First Aid Training retains the right to cancel courses as deemed necessary. We will make every effort to promptly communicate any cancellations. Please be aware that City First Aid Training is not responsible for any costs resulting from course cancellations.

Course bookings may be either fully refunded or transferred to an alternative event date, as mutually agreed. Refunds will be issued to the original payment method

Rescheduling:

- You can reschedule your course at no additional cost provided you contact us before the course start date/time.
- If you contact us at least 24 hours before the course starts, we will cancel your booking and provide a full refund.
- If you are unable to attend, we can transfer your booking to another person if you inform us before the class begins.
- No refunds will be issued for cancellations within 24 hours of the course start.
- Failure to attend without prior contact on the booked course date will not qualify for a refund, and rebooking will be at the full advertised price.

Recognition of Prior Learning: Certain courses may require prerequisite training to be completed prior. We acknowledge prior learning based on NZQA Unit Standards. To complete Unit Standard 29321, US 6400, US 6401, and US 6402 must have been achieved and current.

Course Policies:

- Only enrolled trainees may attend the course (or a prearranged support person for translation purposes).
- Mobile phones should be on silent mode only, and they can be checked during allotted break times.
- All training venues are smoke-free; smoking or vaping should only occur off-site or in designated areas.
- The use of illicit drugs or alcohol during the course is strictly prohibited.

- No abusive or harmful behaviour to self or others will be tolerated and the police will be called if required. Tutors are primarily responsible for teaching first aid and not behaviour management. In certain cases, additional adult support may be necessary for specific courses.

Course Design and Compliance: Our courses are thoughtfully designed to meet the needs of the public and workplaces as well as to adhere to the regulations and guidelines provided by our primary references, including:

- [New Zealand Resuscitation Council Guidelines](#)
- [ANZCOR 2021](#)
- [WORKSAFE New Zealand](#)
- [Health and Safety at Work Act 2015](#)

City First Aid Training conducts all first aid training in English, including teaching, course manuals, and assessment scenarios. Trainees are expected to have a basic understanding of spoken and written English. Although the training does not include a mandatory written component, trainees are required to complete an online registration form prior to the in class instruction starting. This is also in English. Learning is evaluated through the practical demonstration of first aid skills. The instructor will provide guidelines and scenarios prior to assessments. If there are any concerns about the ability to read, write, or communicate in English, please address them with the instructor at the outset of the course.

Physical Ability: To achieve certification and unit standards accreditation, all trainees must demonstrate the requisite first aid skills in accordance with the course curriculum and unit standards.

Cardiopulmonary Resuscitation (CPR) Skills: All trainees must be capable of demonstrating cardio-pulmonary resuscitation on the ground, using both adult and child manikins, for a minimum of 2 minutes per manikin. If you have concerns regarding your mobility or physical agility, please contact us prior to enrolling to discuss your specific needs.

Attending a Training Course

Venue: We conduct our training at various venues across Christchurch and surrounding regions. Please refer to the course information email for confirmation of your venue, training room location, and parking details.

Attendance: Full attendance at all in-person sessions is mandatory to receive your certificate of achievement.

Punctuality: Our courses commence promptly at the advertised start time. Please arrive at the training venue at least 10 minutes before the start time to complete your in-class registration and get settled. Late arrivals may be denied entry to the course at the instructor's discretion.

Personal Space: We prioritise creating safe training environments for all participants. The practical nature of first aid may require physical contact for the purpose of learning and assessment activities. If a trainee feels uncomfortable at any point, please don't hesitate to discuss any concerns with the instructor.

Clothing: We recommend that trainees wear activewear, which allows for freedom of movement and avoids any embarrassing situations during practice of first aid or assessments.

Supplies & Resources: Each trainee will be provided with a course manual, which is theirs to retain. The manual includes designated spaces for note-taking, doodling, and recording questions to enhance the learning experience; therefore, having a pen is recommended. In addition, we will supply materials in class for first aid role-plays and assessments, including standard first aid kit resources and alternative suggestions in case you face an emergency situation without access to a first aid kit.

Refreshments: For public classes, tea, coffee, and cookies are included as part of the course fee. However, lunch is not provided. Breaks for morning tea, lunch, and afternoon tea will be scheduled throughout the day. Please refrain from eating during sessions unless you've discussed specific dietary needs with the instructor in advance. Trainees are welcome to bring a water bottle to stay hydrated throughout the day.

Behaviour Management: Our instructors' primary focus is on facilitating a positive learning environment. Disruptive behaviour that impedes the learning of other class members will not be tolerated. In such cases, the disruptive trainee may be removed from the course, with the option to complete it at a later date or with another instructor.

We are committed to maintaining a safe and respectful atmosphere. Any abusive or harmful behaviour, whether directed towards oneself or others, will not be tolerated. In cases of serious misconduct, we reserve the right to involve the authorities, including the police, if necessary.

Assessment Procedures:

Assessments will take place in small groups and involve scenario-based exercises where the trainee will perform first aid actions on a fellow trainee (or manikin) acting as a patient. The instructor will present a scenario, and the trainee will carry out the necessary actions to simulate an emergency situation. All required resources will be provided.

Your instructor holds full responsibility for awarding certification and/or unit standards.

All NZQA course assessments are conducted by qualified instructors holding current emergency care instructors certification and NZQA assessor qualifications.

To receive the accredited course certificate, all course modules and assessments must be successfully completed. Trainees who have outstanding assessments may retake or make up these assessments within a 3-month period from the course date

After each assessment, trainees will receive feedback if they did not meet the required assessment criteria, with due consideration for privacy and respect.

Trainees will have the opportunity to attempt another assessment at a mutually agreed-upon time, typically during lunchtime or after class. Please note that only one reassessment will be offered on the same day.

If a trainee is unable to meet the assessment requirements, they will be provided access to the online learning course and an opportunity for reassessment, which will be conducted by another instructor

Instructors:

Our instructors are passionate about their work and continuously seek opportunities for professional and personal development. All City First Aid Training instructors have extensive experience in healthcare or education. Each instructor has successfully completed all required training by NZQA and the New Zealand Resuscitation Council (NZRC) and hold valid Emergency Care Instructor and NZQA Assessor certification.

In-house inservice training is conducted on a regular basis.

Complaints and Grievances:

Trainees dissatisfied with their course should follow the grievance/complaint process outlined below. A grievance or complaint can relate to any aspect of the course, including assessment results, teaching style, interpersonal conflict, harassment, or discrimination.

- Initially, speak with your instructor to see if a satisfactory agreement can be reached. If not, you can:
- Call or email the Director of City First Aid at 0800 277 222 (0800 CPR ABC) or vicky@cityfirstaid.co.nz.

If the grievance remains unresolved, you can apply to NZQA for an independent assessment. Contact NZQA at PO Box 160, Wellington, or 0800 697 296, or email them at helpdesk@nzqa.govt.nz.

Health and Safety:

We prioritise the health, safety, and well-being of our team and trainees. Instructors are well-versed in emergency evacuation procedures at our training venues, and trainees are expected to follow their instructions during emergencies.

Please inform your instructor of any health or mobility concerns for appropriate assistance.

All employees and trainees must comply with our Health and Safety policies, WorkSafe NZ guidelines, and relevant legislation.

Incidents during class will be recorded and reported, with immediate action taken for reportable incidents.

For private courses, facility owners are expected to have comprehensive Health and Safety measures in place, including discussions that address both instructor and trainee safety prior to teaching.