

MENTAL HEALTH FIRST AID TRAINING TERMS AND CONDITIONS

BROS GLOBAL welcomes you to the Standard Mental Health First Aid training. Below is important information for you prior to commencement of the training. Please read through carefully. If you have any questions, please do not hesitate to contact me.

BROS GLOBAL's expectation of you

BROS GLOBAL invites you:

- to contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- to be honest and respectful, which includes not falsifying any information and not conducting yourself in any way that may cause injury or offence to others
- to be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with the training process
- to utilise Mental Health First Aid resources with respect and to honour copyrights and prevent publication from being distributed to unauthorised persons
- to respect other participants and BROS GLOBAL personnel, and their right to privacy and confidentiality.

Your safety

BROS GLOBAL is committed to providing you a safe environment in which to participate in training. The following guidelines are provided as a basis for safe practice in the training environment:

- Observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- Smoking is not permitted at the training facilities.
- Everyone has a responsibility to provide and maintain a safe working environment at all times, this includes trainers, contractors and participants. Report all potential hazards, accidents and near misses to BROS GLOBAL personnel.
- Consumption of alcohol within training facilities or during the conduct of training is not permitted and people appearing to be suffering the effects of intoxication or drugs will be asked to leave and will forfeit any course fees paid.
- Observe hygiene standards particularly in eating and bathroom areas.
- Electrical equipment that is not working in at the training facility should be reported to BROS GLOBAL personnel or facility staff immediately.
- BROS GLOBAL will undertake to communicate the procedures involved in evacuation.
- Always ensure that the training area is clean and clear of clutter to avoid the danger of accident by tripping or falling over. Place all rubbish in the bins provided.
- Ensure that the facility's kitchen bench spaces are left clean and tidy.

Coronavirus (COVID-19) guidelines

BROS GLOBAL takes our commitment to maintaining robust Coronavirus (COVID-19) guidelines as advised by the WA Department of Health seriously. WA remains in a State of Emergency. Some important measures remain in place to help keep WA safe.

BROS GLOBAL continues to support and abide by the restrictions and recommendations by the WA Department of Health. Based on the [latest health advice \(29 April 2022\)](#), some public health and social measures apply throughout Western Australia to help safely manage COVID-19 in the community and keep Western Australians safe.

- **Masks** - Masks are not required within a training environment. However, if you prefer to wear one, please do so.
- **Managing COVID-19 and staying safe** - It is important to continue to stay up to date with your COVID-19 and flu vaccinations, continue to practise healthy hygiene and wear a mask when required. Information and advice are available to help manage COVID-19 at home and at work.

If you experience any COVID-19 symptoms, get tested immediately and follow the relevant testing and isolation guide.

For more information, visit <https://www.wa.gov.au/government/covid-19-coronavirus>

Your equity

BROS GLOBAL is committed to ensuring that the training environment is free from discrimination and harassment. Discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, you may be asked to leave the training and will forfeit any course fees paid.

Suspected criminal behaviour will be reported to police authorities immediately.

Participants who feel that they have been discriminated against or harassed should report this information to the BROS GLOBAL personnel. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant.

Your privacy

BROS GLOBAL takes the privacy of course participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (APPs) (2014).

All information shared is kept in the strictest confidence by both parties and is available upon written request. In some cases, we are required by law to make participant information available to others such as part of a criminal investigation or emergency.

Facilities CCTV

Please be aware that Closed Circuit Television (CCTV) may be in operation at the nominated BROS GLOBAL training rooms and external venues and that they are subject to monitoring and review for security and workplace health and safety reasons.

Fees payable

The full fee payment must be paid prior to commencing training or within 7 days of receiving an invoice from BROS GLOBAL. BROS GLOBAL will discontinue registration if fees are not paid as required prior to commencement.

Participant cancellation

If a participant has to cancel enrolment part way through the 2-day training due to unforeseen circumstances, they must notify BROS GLOBAL in writing (email, text or written note) at the soonest opportunity with a valid reason. Once BROS GLOBAL is notified, we can arrange continuation as with another 2-day session.

If a refund is requested, BROS GLOBAL is entitled to retain fees for any component of the course completed up until the point of notification by the participant cancellation.

Replacement of manuals

Participants who require replacement of issued manuals will be liable for additional charges to cover the cost of replacement. The cost of a Mental Health First Aid Manual is A\$20.00.

Cancellation Fees

Cancellation fee of course prior to commencement is \$20.00. If it is less than 2 days before your course date, there will be no refund. There will also be no refund for non-attendance, non-full disclosure of information or late arrival on the course date.

Reschedule Fees

Fees apply if reschedule is requested less than 2 days before your course date. If a sickness certificate is forwarded to us, we will reschedule at no charge.

Payment method

BROS GLOBAL accepts payment for registration via credit card or bank transfer/direct deposit from an invoice link to PayPal. This will be emailed to you.

Our continuous improvement of services

BROS GLOBAL is committed to the continuous improvement of our training and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Learner satisfaction survey

At the completion of your training, you will be issued with a Training Satisfaction Survey. Your completion and return of this survey is important to BROS GLOBAL for our ongoing improvement of services and to enable us to improve in our service delivery. Your assistance in gathering this survey data is greatly appreciated.

Participants are also encouraged to provide feedback to Mental Health First Aid as part of the Accreditation process online to improve their training material in the future.

Making complaints and appeals

BROS GLOBAL is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. A complaint may be received by BROS GLOBAL in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by participants and/or employers. To submit a formal complaint in writing please email simonhyam@bros.global.

Prior learning

There is no prior learning or preparation required before commencement of course.

Course completion certificate

To meet the requirements to receive your Certificate of Completion at the end of the second day, you need to supply the following information upon enrolment and complete the course successfully at the course date as per below:

- Provide your full name
- Provide your email address
- Ensure your full enrolment details and all course paperwork is completed
- Full payment needs to be made / or arranged prior to attendance, (keep a copy of your receipt)
- Upon arrival at the course you must sign in on the attendance sheet at the course session

Successful completion of the course needs to be attained (deemed competent). If any of this information has not been supplied or is unable to be verified, we are unable to guarantee your certificate will be provided at the end of the course.

Accreditation as a Mental Health First Aider

A Mental Health First Aider (MHFAider) is a person who has completed a Mental Health First Aid (MHFA) course delivered by an accredited MHFA Instructor, and successfully completed an online Accreditation Assessment in order to become an accredited MHFAider for 3 years.

If you pass the assessment, you will be issued a digital PDF Certificate of Accreditation by MHFA Australia.

What does completing the accreditation assessment involve?

The online Accreditation Assessment has 15 questions, including 10 multiple-choice questions based on a couple of scenarios and 5 true-or-false questions. You can have your MHFA manual with you at the time you complete the Accreditation Assessment. The questions are not difficult for someone who has attended an MHFA course. You will be offered a second attempt on any incorrectly answered questions and the pass mark is 80%.

For more information, you can download the [MHFAider Accreditation Program](#) here.

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BROS GLOBAL