

COURSE APPLICATION AND CONFIRMATION

- Submission of application form is not a confirmation of a training slot. A training slot is only confirmed after a confirmation email is sent from the Red Cross Training Centre (RCTC).
- In the event that there are insufficient trainees to form a class for the said course, RCTC reserves the right to cancel the course or postpone the course dates.

COURSE CANCELLATION FEES / REPLACEMENT / DEFERMENT

- There will be no cancellation fees if withdrawal notice is given in writing to RCTC at least **five working days before** the commencement of course.
- Full fee will be charged for late withdrawals of less than five working days or no-show on course commencement date. Replacements of trainees are allowed.
- Deferment of course is to be given in writing to RCTC at least **five working days before** the commencement of course. Supporting letters from the workplace or doctor must be produced before any deferment is allowed. RCTC holds the right to reject any request for deferment without relevant supporting documents or without giving notice as stipulated. In such cases, payment made for the course will be forfeited.

COURSE PAYMENT

- Payments can be made by **NETS or cheque** upon receipt of the confirmation email. Cash & Money order are not accepted.
- Payments made are strictly **non-refundable** and must be made at least **five working days before** commencement of course, failing which RCTC reserves the right to cancel or postpone the trainee(s) choice of course date.
- **For company sponsored, an invoice (if requested)**, will be sent to the company after the start of course. Payment credit is 30 days.
- **Cheque** payment should be crossed "A/C Payee Only" & made payable to "**Singapore Red Cross Society**". Please write the trainee(s) name, course title, course date & contact number on reverse side of the cheque.
- **NETS** payment can be made personally at RCTC. Please note our opening hours.

ELIGIBILITY CRITERIA TO ATTEND REFRESHER COURSE

- Red Cross reserves the right to reject the application if the certificate has expired.

Refresher Standard First Aid (RFA)	Trainee must have a valid (not expired) Standard First Aid / Adult First Aid certificate issued by the Singapore Red Cross or St. John Ambulance.
Refresher Child First Aid Course for Infant-Child Care Providers (RCHFA)	Trainee must have a valid (not expired) Child First Aid Course for Infant-Child Care Providers certificate under NFAC approved training agencies. The list can be found in the Ministry's Child Care Link website : www.childcarelink.gov.sg .
Refresher Occupational First Aid (ROFA)	Trainee must have a valid (not expired) Occupational First Aid certificate accredited by OSD under the accredited Training Provider certification scheme. Link to list of Accredited Training Providers : http://www.mom.gov.sg/workplace-safety-health/training/training-courses/Pages/occupational-safety-and-health-personnel.aspx#fa

SKILLS DEVELOPMENT FUND (SDF) TRAINING GRANT and ABSENTEE PAYROLL (AP)

- Our **Standard First Aid (SFA), Occupational First Aid (OFA), WSQ Workplace First Aid (WFA) & Child First Aid for Infant/Child Care Providers (ChFA) courses** are approved for **SDF Training Grants**. Training Grant is up to 80% of course fee up to \$7 per training hour, whichever is lower. Up to 90% for mature workers up to \$11 per training hour, whichever is lower (eligibility criteria apply).
- Absentee Payroll funding is applicable for our OFA, WFA and ChFA courses.
- Company can create a Nett Fee Training Grant Application **up to the last day of the course** at <https://www.skillsconnect.gov.sg>. **Application created after the end of course will be rejected.**
- An invoice with the nett amount (less SDF Training Grant) will be sent after the course.
- In the event if any of the below eligibility criteria are not met, **the company shall be liable for the full course fees payment** (without the Training Grant). For any clarification, please contact Singapore Workforce Development Agency (SWDA) 68835885 Hotline.

The Trainee(s) must meet the following eligibility criteria before the Training Grant may be awarded to your company.

- Trainee(s) must be **Singapore Citizen(s) or Permanent Resident(s) of Singapore and persons employed** by your company.
- Trainee(s) must **complete the full course** whilst in your company's Employment.
- Trainee(s) must attain a **100% attendance** and **must sit** for the examination.
- Trainee(s) shall fulfill such other conditions of eligibility as applicable to SDF schemes which may be amended, revised, modified or varied from time to time & at any time by SWDA.
- The portion of the course fees for the Approved courses not supported by the Training Grant must be borne by your company, and not by the Trainee(s) or any other persons. **Payment must be made in company cheque or GIRO within 90 days from the course start date.**
- Trainee(s) **repeating training** in the same course will not be eligible for Training Grant.

ATTENDANCE & TEST CRITERIA

- 100% attendance is **compulsory** to sit for the test.
- Any absenteeism or lateness (without valid medical reason) during the course will be marked as absent. Absentees can only request for make-up lessons only upon producing a medical certificate within 5 working days.
- Trainees must pass the Theory to proceed to practical test. Trainees, who failed the theory at their **1st attempt**, are allowed a **2nd attempt** on the same day. If they fail the 2nd attempt theory, they would need to re-take the test (Theory & Practical) on another day.
- Trainees, who failed the test on the **3rd attempt**, will have to re-take the entire course.
- Trainees who failed in any practical station will have to re-take the entire test (Theory & Practical).

Re-Assessment Fee (with GST)	Certification Course
\$20.00	Standard First Aid (SFA), Occupational First Aid (OFA), First Aid Training for Infant/Child Care Personnel (ChFA), Perform Workplace First Aid (WFA)
\$40.00	Occupational AED (OAED), Workplace AED (WAED), Basic Cardiac Life Support (BCLS), CPR+AED

ENGLISH PROFICIENCY

- Completed secondary education and above (for Occupational & Workplace First Aid)
- Employers are responsible to ensure their workers are able to speak and read in English before sending them for our courses conducted in English.

NO MEDICAL CONDITION

- Trainees must be **medically fit** to perform CPR (Resuscitation); have no any underlying medical heart, lung conditions or any physical disabilities such as knee, spinal or joints injury history that prevents them from performing effective CPR.
- Pregnant ladies are not allowed to attend the course.
- Red Cross holds no responsibility for any injuries sustained during the course.

OTHER INFORMATION FOR TRAINEE

- **MATERIALS to bring:** Stationery for note taking.
- **ATTIRE:** Round Neck T-shirt/Shirts & Pants/Jeans recommended. For ladies, please avoid applying lipstick.
- **PARKING:** Please **DO NOT PARK** your vehicle on Red Cross premises as they are strictly reserved for ambulances & staff only. Trainees are strongly advised to take public transport.
- For weekend classes conducted at Red Cross, please walk to back of the building and enter through the back door.

COLLECTION OF CERTIFICATES

- Trainees can **collect their card-size certificate on the spot** from the examiner upon passing the test (corporate classes clients can request for cards to be sent via registered mail within 14 working days).
- Training Centre's **opening hours:** Mon to Fri, 9am to 6pm, closed between 12:30pm to 2pm, Eve and Public Holidays. Certificates will not be issued by mail. An authorization letter is required for cert collection by a representative.
- Certificates issued are serialised. To reprint or replace any lost certificate, a police report must be produced along with a replacement/admin fee of \$20.