

Application Notes and Terms and Conditions

1. Application Procedures

- Please submit your application by completing the application form to the Headquarters Office **by email, fax or post**. Please indicate "Application for First Aid/Health Training Course" on envelope.
- We will call the contact person by phone after receiving the application. For successful application, we will confirm your application by email with course detail.
- Please submit this form and the quotation **6 weeks before the commencement date** of the course.
- Please sign and return the service agreement **4 weeks before the commencement date**, together with the material order form and participants list.
- For **corporate or group**, please settle the payment **14 days from the date of the invoice issued or the course commencement date** (whichever is earlier). For **non-profit organization**, please settle the payment **within 14 days after the completion of service**. For **government authorities**, please settle the payment **within 6 months after the completion of service**.
- Please settle the payment by a crossed cheque (payable to: Hong Kong Red Cross) to the Headquarters Office in person or by post. Please do not mail cash or promissory note. Please state the class code and course commencement date at the back of cheque.
- Please get the ordered/borrowed training materials **at least 1 working day before the course commencement date** at the Headquarters Office; or apply for the delivery service in the application form, the training materials will be delivered 1 to 5 working days before the course commencement date.
- Please return all related training materials to the Headquarters Office 1 working day after the course completed; or apply for the delivery service in the application form. Any late return will be charged for \$50 per day for each equipment.

2. Notes

- Applicant should use separate forms and cheques for each class applied. Application will not be accepted if the information in the application form or payment is insufficient or invalid.
- Please pay attention to the general class time are as follows: **0900-1300, 1400-1800 and 1900-2200**.
- Please provide a copy of the relevant certificate issue by **recognized authorities listed below** for applying **AED or refresher courses**.
- All paid course fee will not be refunded.
- Please prepare the following training materials/equipment: computer, LCD projector, screen, whiteboard and audio equipment; if apply for SFA, SFAB, SFAR, SAB or YFA course, please prepare towel and mat (1 set for every 2 participants).
- Hong Kong Red Cross Health & Care Service Department reserves the right to change the First Aid lecturer, class schedule and course venue.

3. Arrangement of Examination Result / Certificate

- The collection date for examination result or course certificate will be sent to the contact person of organization by email about 1 month after the examination / completion of course. Please collect the certificate within 6 months from the certificate issue date at our office, otherwise, it will be written off; or apply for the mailing service in the application form.
- Please bring along the authorization letter or organization staff card / HKID and class code & examination date to collect the examination result / course certificate at our office. Please download the authorization letter in our website.
- In no case shall the certificates of the participants be delivered to the Company or arrange any examinations before the Total Service Charge is fully paid.
- If your corporate / organization applies for Express Exam Result, you need to pay for the whole class. No individual application is accepted.

4. Change of course schedule

- If cancellation or change of schedule is necessary for the confirmed schedule. Please contact our staff in written as soon as possible with clearly stated the reason of cancellation or change, surcharge is required for the change. Please refer to the following table for the detail of surcharge. We accept only one time of cancellation of course or change of course schedule.

Notification period before the scheduled commencement date of the Services	Administration charge for cancellation of the Services	Administration charge for change of the Service Detail (per request)
30 days or more	10% of the Total Service Charge	5% of the Total Service Charge
14 days or more but less than 30 days	15% of the Total Service Charge	10% of the Total Service Charge
7 days or more but less than 14 days	30% of the Total Service Charge	15% of the Total Service Charge
Before the scheduled commencement date of the Services but less than 7 days	50% of the Total Service Charge	20% of the Total Service Charge
On the scheduled commencement date of the Services or after the Services have already commenced	100% of the Total Service Charge	HK\$100 for each participant

- Hong Kong Red Cross Health & Care Service Department reserves the right to amend the above rights.

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5. Notes for applying First Aid Training Courses

- Please provide any one **copy of certificates** listed below for applying the **SFAR** course (accept application with the certificate which expired within 6 months on course commencement date).

Hong Kong Red Cross Standard First Aid Certificate	Hong Kong Auxiliary Medical Services First Aid Certificate, Disaster Medical Assistant Certificate
Hong Kong St. John Ambulance Association Adult First Aid Certificate	Hong Kong Civil Aid Service First Aid Certificate
Hong Kong Maritime Services Training Institute Elementary First Aid and Proficiency in Medical First Aid (Combined) Certificate	Hong Kong Occupational Safety and Health Council Certificate of Competence in First Aid
Hong Kong Fire Services Department Ambulance Officer Initial Training Course Certificate, Ambulance Officer Foundation Training Course Certificate, Ambulanceman / Ambulancewoman Initial Training Course Certificate, Ambulanceman / Ambulancewoman Foundation Training Course Certificate, Basic Ambulance Aid Certificate, Advanced Ambulance Aid Training at First Responder Level for Firefighters Certificate	

- Please provide any one **copy of certificates** listed below for applying the **AED / AEDB** course (accept application with the certificate which is still valid on course commencement date).

Hong Kong Red Cross Standard First Aid Certificate, Adult Cardio Pulmonary Resuscitation Certificate, Integrated Cardio Pulmonary Resuscitation Certificate	
Hong Kong Fire Services Department Ambulance Officer Initial Training Course Certificate, Ambulance Officer Foundation Training Course Certificate, Ambulanceman / Ambulancewoman Initial Training Course Certificate, Ambulanceman / Ambulancewoman Foundation Training Course Certificate, Basic Ambulance Aid Certificate, Advanced Ambulance Aid Training at First Responder Level for Firefighters Certificate	
Hong Kong Auxiliary Medical Services First Aid Certificate, Disaster Medical Assistant Certificate	Hong Kong St. John Ambulance Association Adult First Aid Certificate, Adult Cardio Pulmonary Resuscitation Certificate
Hong Kong Occupational Safety and Health Council Certificate of Competence in First Aid	Hong Kong Maritime Services Training Institute Elementary First Aid and Proficiency in Medical First Aid (Combined) Certificate
Hong Kong Civil Aid Service First Aid Certificate	Certificates recognized by Hong Kong Red Cross AEDR course

- Please provide any one **copy of certificates** listed below for applying the **AEDR** course (accept application with the certificate which expired within 6 months on course commencement date).

Hong Kong Red Cross AED Certificate	Hong Kong St. John Ambulance Association AED Certificate
Hong Kong Society of Professional Medical Care AED Certificate	A&E Training Centre, Hospital Authority AED Certificate
Scout Association of Hong Kong AED Certificate	AED Certificate issued by any training bodies of National Safety Council
Hong Kong Auxiliary Medical Services AED Certificate	AHA Certificate issued by any training bodies of American Heart Association

Enquiry

West Kowloon Headquarters Office

Address: 4/F, HKRC Headquarters, 19 Hoi Ting Road, Olympic, West Kowloon

Tel.: 3971 0288 Fax: 3971 0388

E-mail: fa.training@redcross.org.hk (First Aid Training)

Registration Centre Office Hours

Monday to Friday: 09:00 – 13:00; 14:00 – 17:00

Saturday: 09:00 – 12:00

Sunday and Public Holidays: Close

Hotline Service Hours:

Monday to Friday: 09:00 – 13:00; 14:00 – 17:00

Saturday, Sunday and Public Holidays: Close

-- Website: www.redcross.org.hk --