



Supporting Tasmanians since 1887.  
With you for life.

## SJX Frequently Asked Questions

### 1. What do I need to bring?

You will need to bring a fully charged smart device\* (mobile phone or tablet), as well as some form of identification (photo ID).

Please bring your own lunch, as this is not provided.

Most venues are within walking distance of cafes.

*\*Laptops are NOT an acceptable smart device*

### 2. What is the difference between a cell phone and a smart phone?

A mobile phone and a smart phone are both mobile devices which you can use to call and text. The options for a mobile phone mainly end there. A smartphone has all sorts of extra functions, like internet access, the option to download apps, and a better camera.

### 3. Why can't I use a laptop in training?

Laptops have the tendency to log out/enter sleep mode. When this occurs, your SJX profile resets and therefore marks your profile as Not Yet Competent, before the course completion. From this point, you would be required to complete the previous questions and remaining questions on a paper-based assessment sheet. Following this, your trainer will need to manually mark your answers delaying the issuance of your certificate.

Whilst mobile devices go to sleep also, the web browser remains open and therefore allowing them to continue on with the questions throughout the course.

### 4. What happens if my device goes flat on arrival, or goes flat during training?

Not to worry, we will have a charging station available for you to use in the classroom.

### 5. What happens if my device has no Wi-Fi?

Some venues will have 'Guest' Wi-Fi for you to use. If Wi-Fi isn't available at your venue, your trainer will provide you with a paper-based assessment to complete.

### 6. What happens if I forget my device?

Whoops – you might be in a little bit of a pickle!

Students in general public training will have to reschedule to a new date\*

If you are undertaking a private course with your company, you may be provided with a paper-based assessment to complete.

Please note, certificates will not be issued same day as the paperwork has to be posted to head office for quality assurance.

*\*Additional fees and charges will apply*



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**7. How much data will I use in training?**

Very minimal – the amount of data used in a 1-Day Provide First Aid course is equivalent to scrolling on Facebook for 5 minutes!

**8. Can myself and another attending participant use the same device during training?**

Unfortunately not. Each attending participant will be provided a unique login to complete their assessments. Each attending participant MUST have their own smart device (mobile phone or tablet).

**9. What's the difference between 'SJx' First Aid and 'Traditional' First Aid courses?**

Our 'Traditional' delivery incorporates trainer delivery and the use of PowerPoints. Whilst we still love this delivery, we've decided to modernise our training delivery to incorporate world-leading immersive technology, to deliver a high-quality training experience in a reduced amount of time – SJx.

If you've attended one of our 'Traditional' offerings, we promise you're going to LOVE SJx!

**10. Will the trainer be teaching or just using the videos?**

Our trainers will still be delivering the training as they have always done – the videos are to enhance your training!

**11. Can I apply for Credit Transfer for my CPR if I already hold the Unit of Competency HLTAID009 Provide cardiopulmonary resuscitation?**

Unfortunately not. The Provide First Aid course was developed to incorporate both the CPR and First Aid assessments.