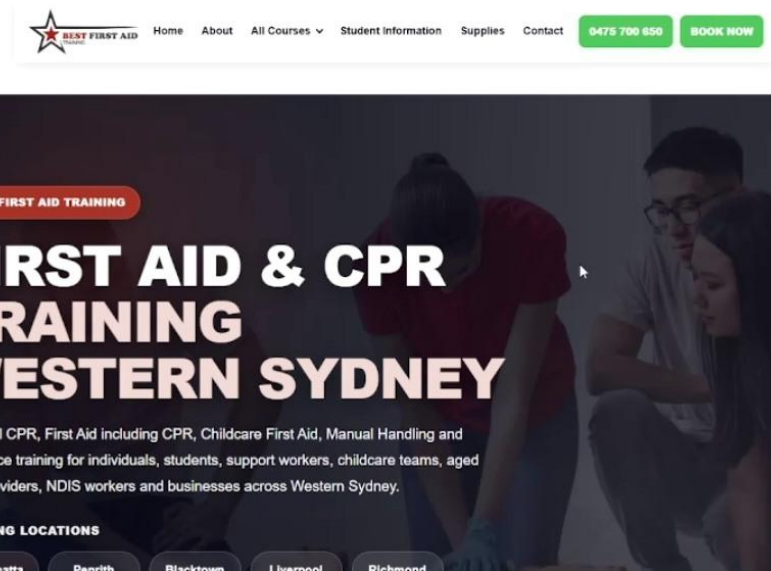


STUDENT HOW-TO GUIDE

Book your course & complete your online quiz

Your illustrated, step-by-step guide to booking, enrolment, payment and online assessment with Best First Aid Training.



The Best First Aid Training website (screenshot from the tutorial video).

START HERE - CLICK A LINK**[BOOK A FIRST AID OR CPR COURSE](#)**

Browse available courses and book your practical session.

[STUDENT LOGIN - MYTRAININGHUB](#)

Return to unfinished enrolment tasks or online quizzes.

[WATCH THE VIDEO TUTORIAL](#)

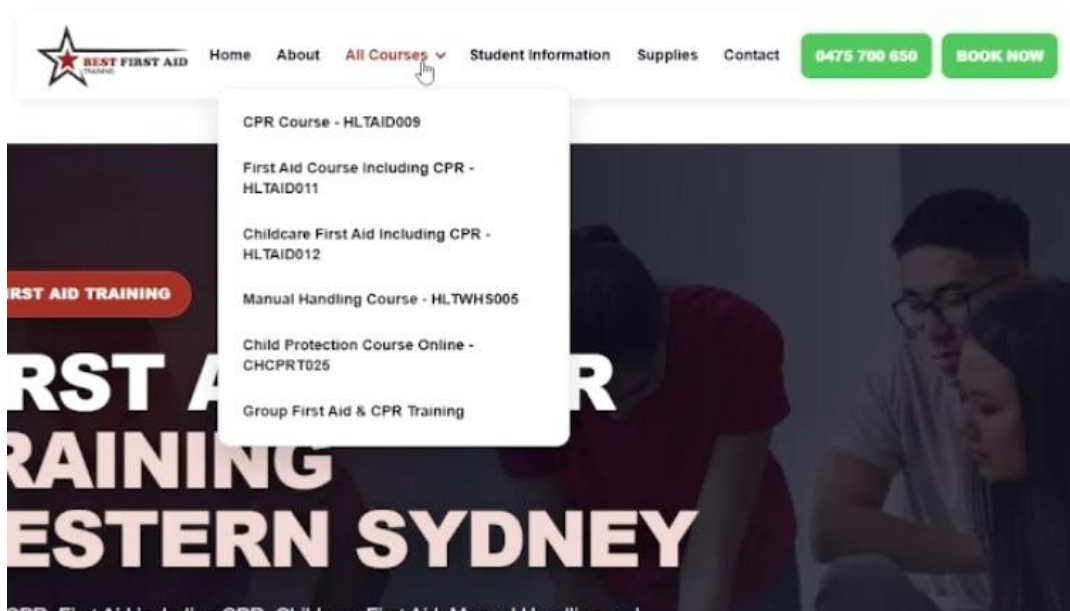
Follow the same steps in the 10-minute video.

STEP 01

Find your course

Start from the Best First Aid Training website.

- 1 Open bestfirstaid.com.au in your internet browser.
- 2 At the top of the page, choose **All Courses**.
- 3 From the course list, select the training you want, such as **First Aid Course Including CPR - HLTAID011**.



Video 00:18-00:31 | All Courses dropdown on the home page.

CHECK THE COURSE NAME

Make sure you select the correct course for your work or study requirement. This video uses Provide First Aid (Express) as an example.

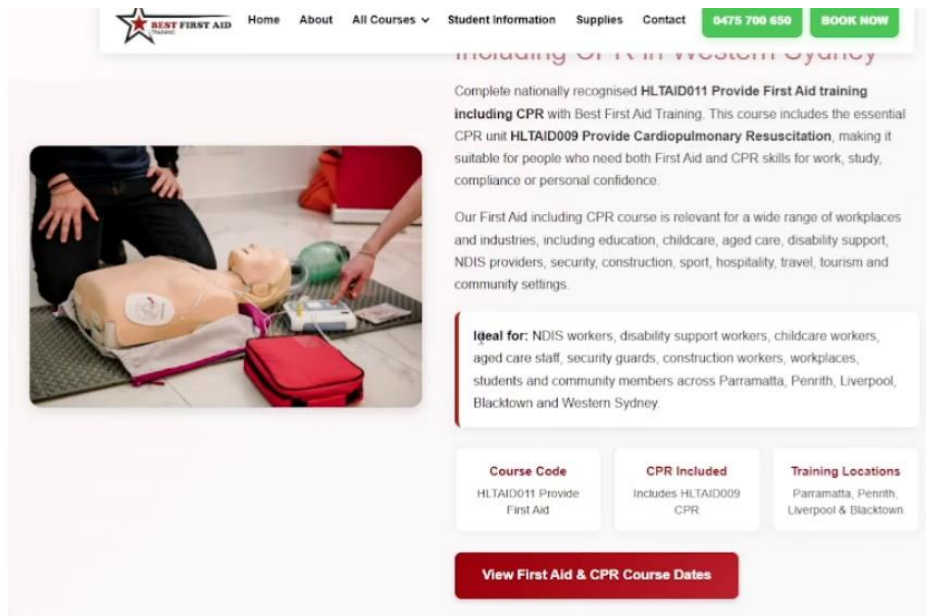
[Browse courses](#)

STEP 02

Review course information

Read the course page before choosing a class.

- 1 Read the course description and check who the training is suitable for.
- 2 Check the course code and whether CPR is included.
- 3 Scroll down to the course dates and booking section. If offered, select the course option you want, such as **Express**.



The screenshot shows the Best First Aid Training website. The header includes the logo, navigation links (Home, About, All Courses, Student Information, Supplies, Contact), a phone number (0475 700 650), and a 'BOOK NOW' button. The main content area features a photo of a person performing CPR on a mannequin. To the right of the photo, the text describes the course: 'Complete nationally recognised HLTAI011 Provide First Aid training including CPR with Best First Aid Training. This course includes the essential CPR unit HLTAI009 Provide Cardiopulmonary Resuscitation, making it suitable for people who need both First Aid and CPR skills for work, study, compliance or personal confidence.' Below this, it states: 'Our First Aid including CPR course is relevant for a wide range of workplaces and industries, including education, childcare, aged care, disability support, NDIS providers, security, construction, sport, hospitality, travel, tourism and community settings.' A box labeled 'Ideal for:' lists suitable roles: 'NDIS workers, disability support workers, childcare workers, aged care staff, security guards, construction workers, workplaces, students and community members across Parramatta, Penrith, Liverpool, Blacktown and Western Sydney.' At the bottom, there are three boxes: 'Course Code' (HLTAID011 Provide First Aid), 'CPR Included' (Includes HLTAI009 CPR), and 'Training Locations' (Parramatta, Penrith, Liverpool & Blacktown). A red button at the bottom says 'View First Aid & CPR Course Dates'.

Course Code	CPR Included	Training Locations
HLTAID011 Provide First Aid	Includes HLTAI009 CPR	Parramatta, Penrith, Liverpool & Blacktown

Video 00:31-00:55 | Example HLTAI011 course information page.

DATES AND PRICES CAN CHANGE

The class options shown in this guide are screenshots from the demonstration video. Always rely on the current information on the booking page.

STEP 03

Choose date and location

Select the training session that suits you.

- 1 Find the table showing available course dates and times.
- 2 Use the **Suburb** filter if you want a specific centre, such as Parramatta, Penrith, Liverpool or Blacktown.
- 3 Check the date, start time, suburb and course option in the same row, then click **Book**.

Use the suburb dropdown inside the booking system to view available First Aid including CPR course dates for Parramatta, Penrith, Liverpool, Blacktown and other listed training locations. For help, call 0475 700 650.

Suburb
All

Date	Course	Venue	Suburb	State	Cost	
October 2026						
Thu. 15th Oct 2026 at 5:30 pm	HLTAID011 [Express] w/ CPR	39 Marion Street NSW	PARRAMATTA	NSW	\$99.00	Info Book
Sat. 17th Oct 2026 at 8:30 am	HLTAID011 [Express] w/ CPR	39 Marion Street NSW	PARRAMATTA	NSW	\$99.00	Info Book
Mon. 19th Oct 2026 at 6:30 pm	HLTAID011 [Express] w/ CPR	2 Main St, Blacktown	BLACKTOWN	NSW	\$99.00	Info Book
Tue. 20th Oct 2026 at 6:30 pm	HLTAID011 [Express] w/ CPR	Suite 5, 70 moore st	LIVERPOOL	NSW	\$99.00	Info Book
Thu. 22nd Oct 2026 at 9:00 am	HLTAID011 [Express] w/ CPR	14/3 Castlereagh street	PENRITH	NSW	\$99.00	Info Book
Thu. 22nd Oct 2026 at 5:30 pm	HLTAID011 [Express] w/ CPR	39 Marion Street NSW	PARRAMATTA	NSW	\$99.00	Info Book

Video 00:53-01:18 | Filter by suburb, then select Book.

VERY IMPORTANT

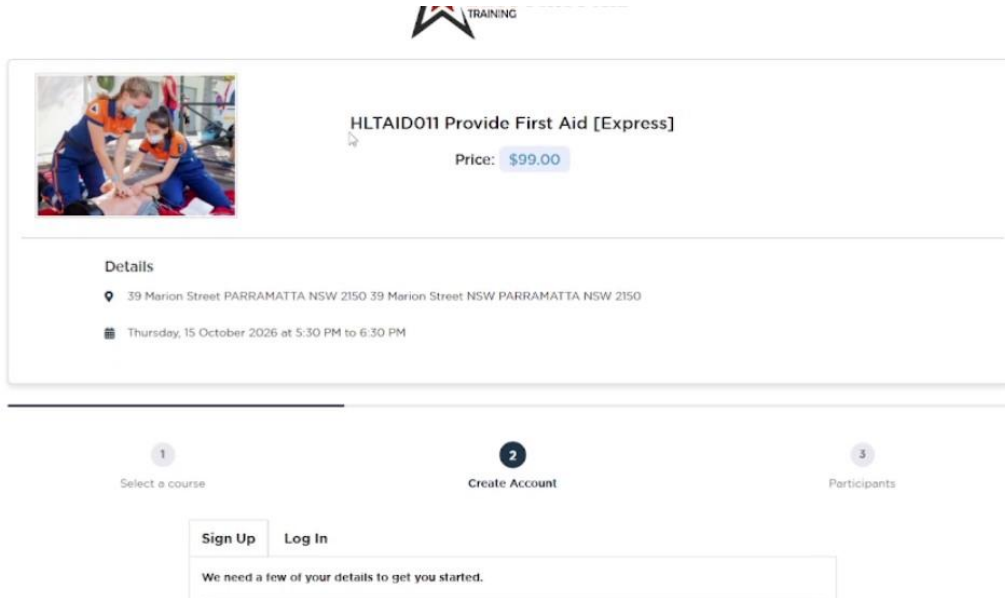
Check the suburb before booking. Students occasionally arrive at the wrong training centre. Your booking confirmation determines where you must attend.

STEP 04

Confirm your booking

Check the session details on the booking page.

- 1 On the next page, confirm that you can see the Best First Aid branding and the course name.
- 2 Check the venue address, date and time carefully.
- 3 If our team sends you a direct booking link, you may arrive at this page without first using the course list.



The screenshot shows the 'HLTAID011 Provide First Aid [Express]' course page. At the top, there is a logo for 'BEST FIRST AID TRAINING'. Below the logo, on the left, is a photo of two people in blue uniforms performing first aid on a mannequin. To the right of the photo, the course title 'HLTAID011 Provide First Aid [Express]' is displayed, followed by the price 'Price: \$99.00'. Below this, a 'Details' section contains the venue address '39 Marion Street PARRAMATTA NSW 2150' and the date and time 'Thursday, 15 October 2026 at 5:30 PM to 6:30 PM'. At the bottom of the page, there are three steps: '1 Select a course', '2 Create Account', and '3 Participants'. Below these steps, there are 'Sign Up' and 'Log In' buttons, and a message that says 'We need a few of your details to get you started.'

Video 01:18-01:40 | Confirm venue, date and course before registration.

DO NOT SKIP THIS CHECK

If the venue or session is not what you intended, do not continue blindly. Contact us before completing the booking.

STEP 05

Sign up or log in

Use your correct personal details and an email you can access.

- 1 Choose **Sign Up** if this is your first course with us, or **Log In** if you already have an account.
- 2 For **Sign Up**, enter your first name, surname, date of birth, mobile number and email.
- 3 Create a private password, review your entries, and select **Sign Up**.

The screenshot shows a registration form with three steps indicated by numbered circles at the top: 1. Select a course, 2. Create Account, and 3. Participate. The 'Create Account' step is active. The form has two tabs: 'Sign Up' (selected) and 'Log In'. Below the tabs, it says 'We need a few of your details to get you started.' The form fields are: First Name, Surname, Enter your date of birth (with Day, Month, and Year dropdowns), Enter your contact details (with Mobile and Email fields), and Choose a password (with a Password field).

Video 01:38-03:36 | Student registration form.

EMAIL AND PASSWORD

Use an email you can open: certificates and password-reset messages are sent there. Never reuse the simple sample password shown in the video.

[Already registered? Log in](#)

STEP 06

Choose booking type

Tell the system whether you are booking for yourself or others.

- 1 After creating your account, the system asks how you would like to book.
- 2 Choose **Individual Booking** when registering for your own course.
- 3 Choose **Group Booking** when you are arranging courses for multiple people, then follow the corresponding steps.

Thursday, 15 October 2026 at 5:30 PM to 6:30 PM

1
Select a course

2
Create Account

3
Participants

How would you like to book?



Individual Booking
Book a spot just for yourself



Group Booking
Book for multiple people or a team

Video 03:40-04:08 | *Individual Booking versus Group Booking.*

MOST STUDENTS

If you are booking only your own training place, select Individual Booking and proceed.

STEP 07

Open your student course

The dashboard shows the tasks to finish before training.

- 1 After booking, you will reach your course dashboard (for example, HLTAID011 Provide First Aid [Express]).
- 2 Look for **Introduction and enrolment tasks**, which the demonstration marks as mandatory.
- 3 Start with the **Welcome to your course** item. Work through the listed enrolment tasks in order.

My Courses / HLTAID011 [Express] w/ CPR

HLTAID011 Provide First Aid [Express]

Once you have read the welcome to your course information below, you will be able to access your enrolment tasks. Please complete your enrolment tasks prior to commencing your online learning. All tasks need to be completed before your certificate will be processed.

Enrolment	● Not Started
Theory	● Not Started

(Best First Aid)

Introduction and enrolment tasks (completing each of these tasks is mandatory)



Welcome to your course (mandatory - will open in new window, close window when done)

Start

Video 04:14-04:39 | Course dashboard and Start buttons.

LOOK FOR THE STATUS

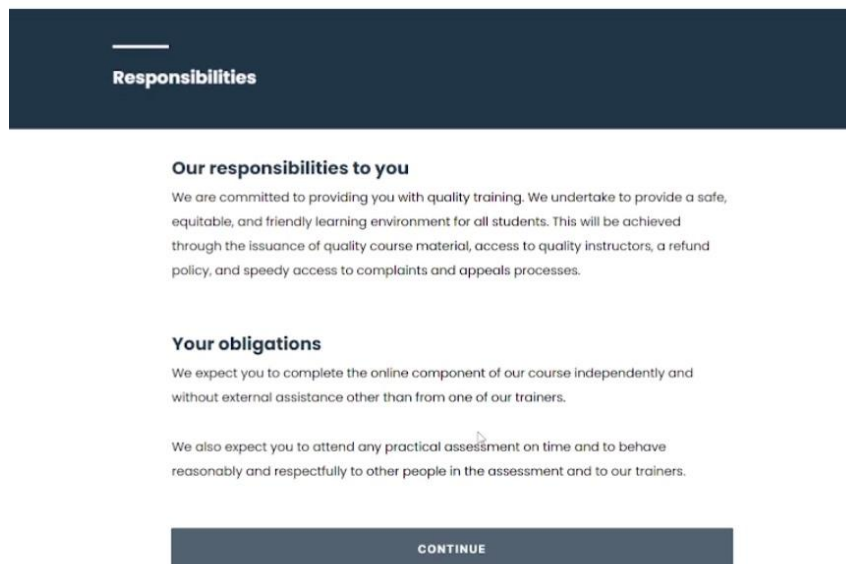
Items will show states such as Not Started, Start or Done. Do not assume you are finished until required tasks show completion.

STEP 08

Read the welcome module

The welcome module may open in a separate browser tab.

- 1 Next to Welcome to your course, press **Start** or **Launch**.
- 2 Select **Start** Your Journey if prompted; carefully read the pages, using the on-screen Continue button.
- 3 When instructed to exit, close the extra tab/window, return to your course page and check that the item now shows **Done**.



Video 04:38-05:17 | Welcome information in a new browser tab.

IF YOU CANNOT SEE THE COURSE

Check your browser tabs. The demonstration opens the welcome module in a separate tab; the original dashboard remains open behind it.

STEP 09

Complete enrolment details

Continue through the mandatory introduction and enrolment tasks.

- 1 Open the **Learner Declaration**, read it, and provide your agreement if you understand and accept it.
- 2 Return to the dashboard and complete **Please provide your details** when the Start button becomes available.
- 3 Complete the other mandatory tasks listed for your course. Check that completed tasks change to **Done**.

✓ Completed on 15th October 2026	
 Learner Declaration (mandatory - please open and complete) ✓ Completed on 15th October 2026	Done
 Please provide your details	Start
 USI	Start
 Click here for available payment options. For 'Pay Now', payment must be made prior to attending	Pay

Please click on the 'Start' button below to commence your online learning.

Video 05:20-05:38 | Tasks unlock as earlier items are completed.

DECLARATION MATTERS

Read declarations before accepting them. The buttons may unlock in stages after you complete earlier enrolment items.

STEP 10

Enter or find your USI

USI means Unique Student Identifier.

- 1 Choose the USI task and read/watch the information provided in the system.
- 2 If you already have a USI, choose the option to enter your USI.
- 3 If you do not have one, select **Apply for your USI** (free), or use **Find your USI** if you have forgotten it.

Step 1 of 1

USI OVERVIEW OPTIONS COMPLETE

← Previous

Do you have a Unique Student Identifier (USI)?

Option 1

I already have a USI

Select

Option 2

Apply for your USI

Select

This is a quick and easy process and will only take a few minutes of your time.

Option 3

Find your USI

Select

With your permission, allow our system to attempt to find your USI.

Video 05:38-06:10 | USI page showing three options.

USE YOUR OWN USI

The USI is linked to your identity and national training records. Make sure you enter your own correct details.

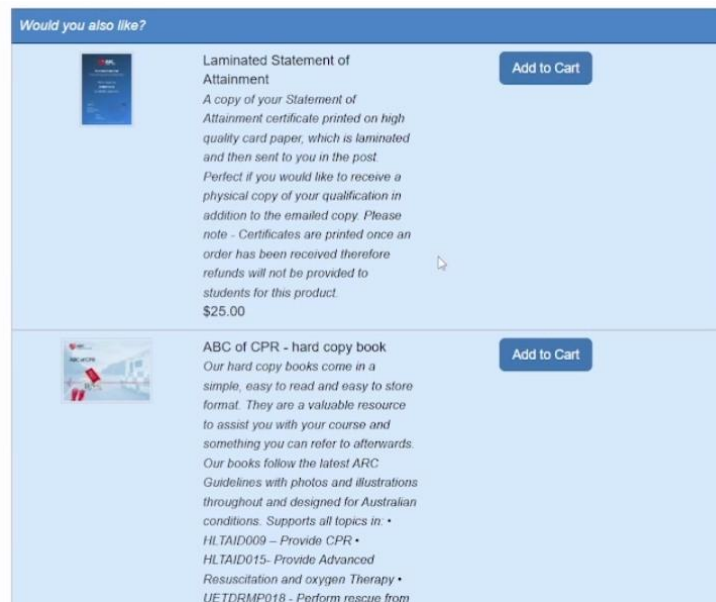
[Create a USI \(official\)](#) | [Find my USI \(official\)](#)

STEP 11

Review payment extras

The checkout may offer additional optional items.

- 1 Open the payment/checkout task on your dashboard.
- 2 Review the course and price shown on the checkout page.
- 3 Optional products such as a laminated or hard-copy certificate may appear. Add one only if you want it; otherwise skip the optional extras and click **Continue**.



Video 06:10-06:26 | Optional items in checkout.

PAYMENT AMOUNTS

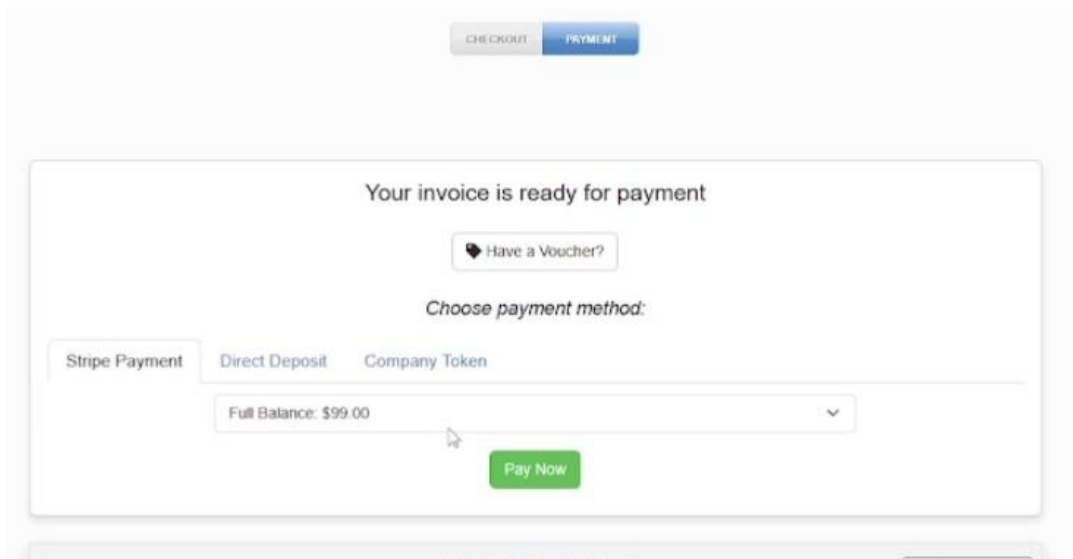
Only pay the amount displayed in your live invoice/checkout. The amount shown in the demonstration may be different from your booking.

STEP 12

Choose a payment method

The tutorial demonstrates card and direct-deposit options.

- 1 On the invoice/payment page, choose **Stripe Payment** or **Direct Deposit**.
- 2 For **Stripe Payment**, click **Pay Now**, then enter your own payment details in the secure checkout.
- 3 For **Direct Deposit**, follow the bank instructions shown on your own invoice, include the invoice number as the payment reference, and send proof of payment to 0475 700 650.



Video 06:26-07:07 | Payment method tabs and Pay Now button.

KEEP YOUR RECEIPT

Do not use banking numbers copied from a screenshot or video: use the details displayed for your current booking. Retain payment confirmation.

STEP 13

Open your online quizzes

Find the quiz sections inside your course.

- 1 Return to the course dashboard and find the **Learning and assessments** section.
- 2 Scroll to the required quiz items and press **Start** for the first one.
- 3 The demonstration says the learning activities in this section are optional, but the quiz questions must be completed. Complete every required quiz listed for your course.

Learning and assessments

Please note - Learning Tasks are optional to complete, however, it is mandatory to complete the questions

	Learning: Intro to CPR and First Aid Part 1 - Optional	Start
	Quiz: Intro CPR and First Aid (Part 1)	Start
	Learning: Intro to CPR and First Aid Part 2 - Optional	Start
	Quiz: Intro CPR and First Aid (Part 2)	Start
	Learning: Trauma Part 1 - Optional	Start

Video 07:07-07:55 | Learning activities and quiz Start buttons.

IMPORTANT DISTINCTION

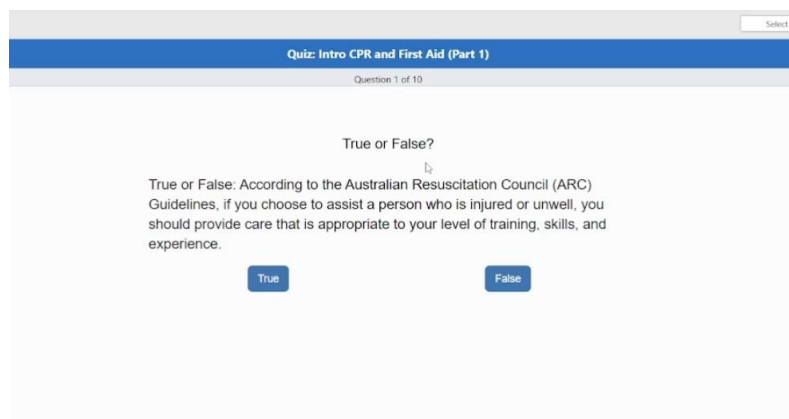
The optional learning activities here are not the same as the earlier mandatory enrolment tasks. Complete all compulsory requirements shown by your course.

STEP 14

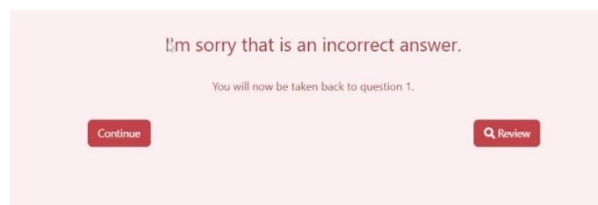
Answer the quiz questions

Read each question and work through any feedback.

- 1 Press **Start**, read each question carefully, and select or enter your own answer.
- 2 Submit the answer. If it is correct, the question progresses and the progress bar moves forward.
- 3 If an answer is incorrect, follow the **Review**/Continue instructions, read the feedback, and try again.



Video 07:54-08:07 | Example quiz question.



Video 08:13-08:23 | Example of incorrect-answer feedback.

COMPLETE YOUR OWN ASSESSMENT

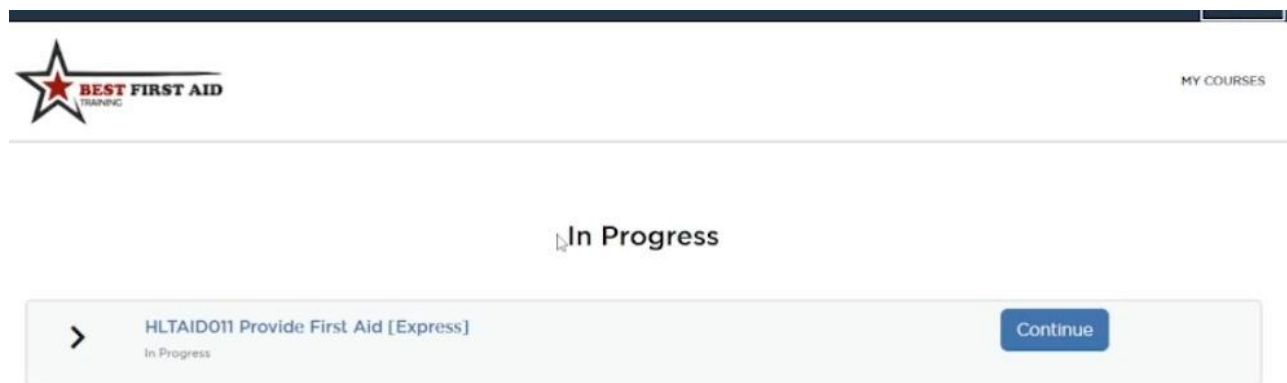
The system may ask you to review and return to a question. Complete your assessment independently.

STEP 15

Log back in and continue

You can leave the online quiz and return to it later.

- 1 If you need a break, leave the quiz and log out of the student portal.
- 2 When you return, visit mytraininghub.com.au and sign in using the same email and password you created.
- 3 Open your course under **In Progress**, choose **Continue**, and return to the quiz or task where you left off.



Video 08:35-10:05 | My Courses page with an In Progress course.

FORGOTTEN YOUR PASSWORD?

Use the reset link below and check your registered email. Do not create a second account just because you forgot your password.

[Log in to MyTrainingHub](#) | [Reset your password](#)

HELP & CHECKLIST

Before your practical class

Check these items before attending your booked practical training session.

- ☐ You booked the correct course, suburb, date and session time.
- ☐ Your name, date of birth, phone number and email are correct.
- ☐ You completed all mandatory enrolment tasks and declarations.
- ☐ You provided or arranged your own Unique Student Identifier (USI).
- ☐ You completed your course payment as instructed.
- ☐ You completed the required online quiz questions for your course.
- ☐ You can log in again and see your course under My Courses.

CLICKABLE STUDENT LINKS**[Return to MyTrainingHub - student login](https://mytraininghub.com.au/)**

<https://mytraininghub.com.au/>

[Forgotten password - change/reset](https://mytraininghub.com.au/sign-up/reset)

<https://mytraininghub.com.au/sign-up/reset>

[Book a First Aid or CPR course](https://bestfirstaid.com.au/courses/)

<https://bestfirstaid.com.au/courses/>

[Official USI - create a new USI](https://www.usi.gov.au/students/create-your-usi)

<https://www.usi.gov.au/students/create-your-usi>

[Official USI - find your existing USI](https://www.usi.gov.au/students/find-your-usi)

<https://www.usi.gov.au/students/find-your-usi>

[Watch the BFA YouTube tutorial](https://youtu.be/2kyf09u_C_E)

https://youtu.be/2kyf09u_C_E

[Contact Best First Aid Training](https://bestfirstaid.com.au/contact-us/)

<https://bestfirstaid.com.au/contact-us/>

NEED HELP? [Call or SMS 0475 700 650](tel:0475700650)**[Email info@bestfirstaid.com.au](mailto:info@bestfirstaid.com.au)**

Screens are from the October 2026 demonstration. Prices, dates and website layouts may change. Follow your live enrolment instructions.