



## STUDENT HANDBOOK

Accredited First Aid Courses (AFAC) is a Registered Training Organisation No.20863 that specialises in delivering First Aid training across Victoria

We provide Nationally Accredited Training according to the Australian Qualifications Framework (AQF) and the Standards for Registered Training Organisations (RTOs) 2015, at our Public Courses Venues and on site at workplaces and organisations.

AFAC is committed to providing quality training with a focus on continuous improvement. We value feedback from our students, our staff, and our business clients.

Why do people choose to train with Accredited First Aid Courses?

- We are a Registered Training Organisation
- Training is available at our venues or your worksite/organisation
- Courses can be delivered any day of the week and at a time that you require
- Industry experienced and supportive trainers
- Friendly and relaxed environment to enable ease of learning
- Over 25 years' experience in delivering first aid training
- We can deliver multiple courses on the one day
- We are flexible and adjust our training to the needs of the organisation
- Structure of the course with the homework, allows workplaces to train more staff as it does not impact on too many working hours

Accredited First Aid Courses is registered with the Australian Skills Quality Authority (ASQA) and delivers training and assessment and issues Statements of Attainment in compliance with the AQTF Essential Conditions and Standards for Continuing Registration.

The courses that AFAC deliver and are:

- 22578VIC Course in First Aid Management of Anaphylaxis
- 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
- VU23090 Provide First Aid Management of Anaphylaxis
- 22575VIC Course in Basic Oxygen Administration for First Aid
- HLTAID009 Provide Cardiopulmonary Resuscitation
- HLTAID010 Provide Basic Emergency Life Support
- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an Education & Care Setting

<b>CONTENTS</b>	<b>PAGE</b>
Course Details – 22578VIC Course in First Aid Management of Anaphylaxis	3
Course Details – VU23090 Provide First Aid Management of Anaphylaxis	5
Course Details – 22556VIC Course in Management of Asthma Risks and Emergencies in the Workplace	6
Course Details – 22575VIC Course in Basic Oxygen Administration for First Aid	7
Course Details – HLTAID009 Provide Cardiopulmonary Resuscitation	8
Course Details – HLTAID010 Provide Basic Emergency Life Support	9
Course Details – HLTAID011 Provide First Aid	10
Course Details – HLTAID012 Provide First Aid in an Education and Care Setting	11
Enrolment Process	
Learner Portal	
Waiver	
Access & Equity	
Records & Privacy	
Issuing Your Statement of Attainment	
Student Records	
Course Fee Refunds	
Notification of Significant Changes to RTO	
Language, Literacy & Numeracy	
Student Support Services	
Occupational Health & Safety	
Plagiarism & Cheating	
Competency Based Training & Assessment	
Training Evaluation	
Recognition of Prior Learning (RPL) & Credit Transfer	
Complains & Appeals	
Support Services	

## **COURSE DETAILS:**

### **22578VIC - Course in First Aid Management of Anaphylaxis**

This course will provide the participant with the skills and knowledge required to identify the signs and symptoms of allergic reactions, including anaphylaxis, provide an emergency first aid response to an individual experiencing anaphylaxis, in accordance with Australasian Society of Clinical Immunology and Allergy (ASCIA) Action Plans or ASCIA First Aid Plan, until the arrival of medical assistance, including the specific skills and knowledge to administer adrenaline (epinephrine) using an adrenaline injector, develop strategies to identify, manage and minimise risks related to anaphylaxis. It provides the outcomes required to develop Individual Anaphylaxis Management Plans to reduce the risk of allergic reactions and the development of communication plans for the organisation.

#### **COURSE CONTENT**

##### **UNIT CODE - VU23090 Provide First Aid Management of Anaphylaxis**

- Identifying the signs and symptoms of an allergic reaction, including anaphylaxis
- Identifying and minimising risks and hazards for allergic reactions, including anaphylaxis
- Determining the required response in accordance with the relevant ASCIA Action Plans
- Provide appropriate first aid response for allergic reactions, including anaphylaxis
- Recognise if the casualty has a tick bite or insect sting and safely remove tick or insect sting
- Administer adrenaline using an adrenaline injector
- Communicating details of the incident including requesting emergency services and producing appropriate documentation according to established procedures
- Evaluating the first aid response to the anaphylaxis emergency incident

##### **UNIT CODE - VU21801 Develop Risk Minimisation and Management Strategies for Allergic Reaction and Anaphylaxis**

- Understanding, developing, and reviewing individual anaphylaxis management plans
- Understanding, developing, and reviewing strategies to minimise the risk of allergic reactions, including anaphylaxis
- Understanding communication plans to provide information about anaphylaxis and the organisation's management policy
- Evaluation of policies, procedures, and emergency incidents

#### **ASSESSMENTS INCLUDE:**

- Online Quiz
- Completing an Incident Report
- Completing a Risk Minimisation & Management Plan
- Role play/scenarios
- Practical Demonstrations

To view the course assessment requirements, please click on the following:

- [Assessment Requirements - Performance Evidence & Knowledge Evidence](#)

#### **STATEMENT OF ATTAINMENT:**

A Statement of Attainment 22578VIC Course in First Aid Management of Anaphylaxis will be issued by AFAC upon successful completion of the course. 22578VIC is valid for 3 years.

It is recommended that Unit Code : VU23090 Provide First Aid Management of Anaphylaxis be updated every 12

months (commonly known as the Annual EpiPen Update).

## **TRAINERS**

Accredited First Aid Courses trainers deliver this course; they are all qualified with the most recent certificate IV in Training and Assessment and have relevant industry experience.

## **COURSE MODE & DURATION**

Face to face classroom training and assessment is 45 minutes at our public and onsite courses. 2-4-hour pre-course knowledge assessments (depending on prior knowledge) is issued when you enrol. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

## **LOCATIONS**

This course is delivered at our Box Hill, Cranbourne, Essendon, Frankston, Geelong, Hoppers Crossing, Narre Warren, Oakleigh, Pakenham, Ringwood, Taylors Lakes and Thomastown training venues or it can be held at your workplace/organisation.

## **COURSE DETAILS:**

### **VU23090 – Provide First Aid Management of Anaphylaxis**

This course will provide the participant with the skills and knowledge required to identify the signs and symptoms of allergic reactions, including anaphylaxis, provide an emergency first aid response to an individual experiencing anaphylaxis, in accordance with Australasian Society of Clinical Immunology and Allergy (ASCIA) Action Plans or ASCIA First Aid Plan, until the arrival of medical assistance, including the specific skills and knowledge to administer adrenaline (epinephrine) using an adrenaline injector.

#### **COURSE CONTENT**

- Identifying the signs and symptoms of an allergic reaction, including anaphylaxis
- Identifying and minimising risks and hazards for allergic reactions, including anaphylaxis
- Determining the required response in accordance with the relevant ASCIA Action Plans
- Provide appropriate first aid response for allergic reactions, including anaphylaxis
- Recognise if the casualty has a tick bite or insect sting and safely remove tick or insect sting
- Administer adrenaline using an adrenaline injector
- Communicating details of the incident including requesting emergency services and producing appropriate documentation according to established procedures
- Evaluating the first aid response to the anaphylaxis emergency incident

#### **ASSESSMENTS INCLUDE:**

- Online Quiz
- Completing an Incident Report
- Role play/scenarios
- Practical Demonstrations

To view the course assessment requirements, please click on the following:

- [Assessment Requirements - Performance Evidence & Knowledge Evidence](#)

#### **STATEMENT OF ATTAINMENT:**

A Statement of Attainment VU23090 Provide First Aid Management of Anaphylaxis will be issued by AFAC upon successful completion of the unit. It is recommended that VU23090 Provide First Aid Management of Anaphylaxis be updated every 12 months.

#### **TRAINERS**

Accredited First Aid Courses trainers deliver this course; they are all qualified with the most recent certificate IV in Training and Assessment and have relevant industry experience.

#### **COURSE MODE & DURATION**

Face to face classroom training and assessment is 25 minutes at our public courses and 30 minutes hour at onsite courses. 1.5-2hour pre-course knowledge assessments (depending on prior knowledge) is issued when you enrol. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

#### **LOCATIONS**

This course is delivered at our Box Hill, Cranbourne, Essendon, Frankston, Geelong, Hoppers Crossing, Narre Warren, Oakleigh, Pakenham, Ringwood, Taylors Lakes and Thomastown training venues or it can be held at your workplace/organisation.

## **COURSE DETAILS:**

### **22556VIC – Course in Management of Asthma Risks and Emergencies in the Workplace**

This course will provide the participant with the skills and knowledge to be able to develop an asthma risk assessment and emergency management strategy to handle asthma episodes in the workplace. It provides background knowledge of the triggers, signs, symptoms, and effects of asthma as well as emergency management.

#### **COURSE CONTENT:**

- Understanding asthma
- Identifying the signs and symptoms of asthma
- Identifying and minimising risks through assessment and emergency management strategies
- Understanding and reviewing workplace's Asthma Emergency Management Plan
- Assessing severity of asthma episodes and providing appropriate first aid procedures
- Understanding and using appropriate resources and equipment for the situation
- Communicating details of the incident through relevant authorities and completing required documentation
- Evaluating responses to asthma emergencies

#### **ASSESSMENT:**

- Online Quiz
- Completing an Incident Report
- Completing a Risk Minimisation & Management Plan
- Role play/scenarios
- Practical Demonstrations

To view the course assessment requirements, please click on the following:

- [Assessment Requirements - Performance Evidence & Knowledge Evidence](#)

#### **STATEMENT OF ATTAINMENT:**

A Statement of Attainment 22556VIC Course in Management of Asthma Risks and Emergencies in the Workplace will be issued by Accredited First Aid Courses upon successful completion of the course. This course is valid for 3 years.

#### **TRAINERS:**

Accredited First Aid Courses trainers deliver this course; they are all qualified with the most recent certificate IV in Training and Assessment and have relevant industry experience.

#### **COURSE MODE & DURATION:**

Face to face classroom training and assessment is 45 minutes at our public and onsite courses. 2-4-hour pre-course knowledge assessments (depending on prior knowledge) is issued when you enrol. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

#### **LOCATIONS:**

This course is delivered at our Box Hill, Cranbourne, Essendon, Frankston, Geelong, Hoppers Crossing, Narre Warren, Oakleigh, Pakenham, Ringwood, Taylors Lakes and Thomastown training venues or it can be held at your workplace/organisation.

## **COURSE DETAILS**

### **22575VIC Course in Basic Oxygen Administration for First Aid**

This course will provide the participant with the skills and knowledge required to recognise and respond to situations that require application of oxygen therapy and oxygen resuscitation, as appropriate, until the arrival of medical assistance.

#### **COURSE CONTENT:**

- Understanding and identifying when using oxygen may present a hazard to self or others
- Understanding and following first aid principles and infection control protocols when providing first aid
- Requesting emergency assistance using available communication media or equipment and accurately convey details
- Assess and identify the signs and symptoms which indicate the need for first aid oxygen
- CPR
- Identify, access, and assess resources and equipment for serviceability and suitability
- Understand oxygen flow rates
- Completing workplace documentation
- Cleaning and checking equipment after use
- Evaluating response to the incident which required oxygen
- Appropriately control the situation prior to oxygen administration
- When to apply supplementary oxygen

#### **ASSESSMENT:**

- Online Quiz
- Role play/scenario work
- Practical demonstrations

To view the course assessment requirements, please click on the following:

- [Assessment Requirements - Performance Evidence & Knowledge Evidence](#)

#### **STATEMENT OF ATTAINMENT:**

A Statement of Attainment 22575VIC Course in Basic Oxygen Administration for First Aid will be issued by Accredited First Aid Courses upon successful completion of the course. This course is valid for 12 months.

#### **TRAINERS:**

Accredited First Aid Courses trainers deliver this course; they are all qualified with the most recent certificate IV in Training and Assessment and have relevant industry experience.

#### **COURSE MODE & DURATION:**

Three-hour face to face classroom delivery and assessment. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

#### **LOCATIONS:**

This course is held at your workplace/organisation for groups of 10 or more participants.

## **COURSE DETAILS**

### **HLTAID009 - Provide Cardiopulmonary Resuscitation**

This course will provide the participant with the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines.

#### **COURSE CONTENT:**

- How to respond to an emergency
- Legal, workplace and community considerations
- Perform 2-minutes of uninterrupted CPR on an Adult manikin on the floor
- Perform 2-minutes of uninterrupted CPR on an Infant Manikin on a firm surface
- Following the prompts of an automated external defibrillator (AED) to deliver at least one shock
- ARC guidelines and state legislation
- Communicate details of the incident
- Providing an accurate verbal report of the incident

#### **ASSESSMENT:**

- Online Quiz
- Role play/scenarios
- Practical Demonstrations
- Verbal Report

To view the course assessment requirements, please click on the following:

- [Assessment Requirements - Performance Evidence & Knowledge Evidence](#)

#### **STATEMENT OF ATTAINMENT:**

A Statement of Attainment HLTAID009 Provide Cardiopulmonary Resuscitation will be issued by Accredited First Aid Courses upon successful completion of the course. HLTAID009 is valid for 12 months.

#### **TRAINERS:**

Accredited First Aid Courses trainers deliver this course; they are all qualified with the most recent certificate IV in Training and Assessment and have relevant industry experience.

#### **COURSE MODE & DURATION:**

Face to face Classroom delivery and assessment is 2 hours in our public and onsite courses. 2-hours pre-course knowledge assessments (depending on prior knowledge) is issued when you enrol. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

#### **LOCATIONS:**

This course is delivered at our Box Hill, Cranbourne, Essendon, Frankston, Geelong, Hoppers Crossing, Narre Warren, Oakleigh, Pakenham, Ringwood, Taylors Lakes and Thomastown training venues or it can be held at your workplace/organisation.



## **COURSE DETAILS**

### **HLTAID010 - Provide Basic Emergency Life Support**

This course will provide the participant with the skills and knowledge required to recognise and respond to life-threatening emergencies in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

Accredited First Aid Courses (AFAC) has created 2 HLTAID010 Provide Basic Emergency Life Support course streams:

#### **'Refresher' Stream:**

Individuals classified as 'Refresher' participants are those whose HLTAID010 Provide Basic Emergency Life Support certificate has not lapsed beyond 6 months. If your certification has expired for more than 6 months, you will be categorized as a 'Regular' participant. To qualify as a 'Refresher' participant, you must upload your prior First Aid certificate issued within the past 3 years into your Learner Portal.

#### **'Regular' Stream:**

'Regular' participants include those who have never completed the HLTAID010 Basic Emergency Life Support course before, as well as those whose certificates have been expired for over 6 months.

#### **What is the difference between the courses?**

Both 'Refresher' and 'Regular' participants attend training on the same dates and at the same locations. However, 'Regular' participants are required to complete an additional assessment task as part of their pre-course online theory component.

#### **Reason for Additional Pre-Course Training for Regular Students:**

Regular students require more comprehensive pre-course training because they may not have recent hands-on experience or familiarity with the current first aid protocols. This extended preparation ensures that they achieve the necessary competency levels and are up to date with any changes in guidelines that may have occurred since their last certification or initial training. In contrast, refresher participants are expected to have retained much of their knowledge and skills from their previous training and therefore require less preparatory work.

Upon booking, students are required to select whether they have completed first aid training in the last 3 years. If the student selects yes, they are enrolled into the 'Refresher' stream. If they select no, they will be enrolled into the 'Regular' stream.

#### **COURSE CONTENT:**

- How to respond to an emergency
- Legal, workplace and community considerations
- Perform 2-minutes of uninterrupted CPR on an adult manikin on the floor
- Perform 2-minutes of uninterrupted CPR on an infant manikin on a firm surface
- Following the prompts of an automated external defibrillator (AED) to deliver at least one shock
- ARC guidelines and state legislation
- Apply appropriate first aid procedures
- Communicate details of the incident
- Review the incident

**ASSESSMENT:**

- Online Quiz
- Completing An Incident Report
- Upload Previous First Aid Certificate (refresher students only)
- Skills Assessment Videos (regular students only)
- Role Play/Scenarios
- Practical Demonstrations

To view the course assessment requirements, please click on the following:

- [Assessment Requirements – Performance Evidence and Knowledge Evidence](#)

**STATEMENT OF ATTAINMENT:**

A Statement of Attainment HLTAID010 Provide basic emergency life support will be issued by Accredited First Aid Courses upon successful completion of the course. The HLTAID010 is valid for 3 years and the HLTAID009 CPR component should be updated annually.

**TRAINERS:**

AFAC trainers deliver this course; they are all qualified with the most current Certificate IV in Training and Assessment and have relevant industry experience.

**COURSE MODE & DURATION:**

4-hours face to face classroom delivery and assessment and 6-8 hours pre-course knowledge assessments (depending on prior knowledge and course stream) is issued when you enrol. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

**LOCATIONS**

This course is delivered at our Box Hill, Cranbourne, Essendon, Frankston, Geelong, Hoppers Crossing, Narre Warren, Oakleigh, Pakenham, Ringwood, Taylors Lakes and Thomastown training venues or it can be held at your workplace/organisation.

## **COURSE DETAILS**

### **HLTAID011 - Provide First Aid**

This course will provide the participant with the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

Accredited First Aid Courses (AFAC) has created 2 HLTAID011 Provide First Aid course streams:

#### **'Refresher' Stream:**

Individuals classified as 'Refresher' participants are those whose HLTAID011 Provide First Aid certificate has not lapsed beyond 6 months. If your certification has expired for more than 6 months, you will be categorized as a 'Regular' participant. To qualify as a 'Refresher' participant, you must upload your prior First Aid certificate issued within the past 3 years into your Learner Portal.

#### **'Regular' Stream:**

'Regular' participants include those who have never completed the HLTAID011 Provide First Aid course before, as well as those whose certificates have been expired for over 6 months.

#### **What is the difference between the courses?**

Both 'Refresher' and 'Regular' participants attend training on the same dates and at the same locations. However, 'Regular' participants are required to complete an additional assessment task as part of their pre-course online theory component.

#### **Reason for Additional Pre-Course Training for Regular Students:**

Regular students require more comprehensive pre-course training because they may not have recent hands-on experience or familiarity with the current first aid protocols. This extended preparation ensures that they achieve the necessary competency levels and are up to date with any changes in guidelines that may have occurred since their last certification or initial training. In contrast, refresher participants are expected to have retained much of their knowledge and skills from their previous training and therefore require less preparatory work.

Upon booking, students are required to select whether they have completed first aid training in the last 3 years. If the student selects yes, they are enrolled into the 'Refresher' stream. If they select no, they will be enrolled into the 'Regular' stream.

#### **COURSE CONTENT:**

- How to respond to an emergency
- Legal, workplace and community considerations
- Perform 2-minutes of uninterrupted CPR on an adult manikin on the floor
- Perform 2-minutes of uninterrupted CPR on an infant manikin on a firm surface
- Following the prompts of an automated external defibrillator (AED) to deliver at least one shock
- ARC guidelines and state legislation
- Apply appropriate first aid procedures
- Communicate details of the incident
- Understanding workplace or site incident report forms
- Reviewing the incident

## ASSESSMENT

- Online Quiz
- Completing An Incident Report
- Upload Previous First Aid Certificate (refresher students only)
- Skills Assessment Videos (beginner students only)
- Role Play/Scenarios
- Practical Demonstrations

To view the course assessment requirements, please click on the following:

- [Assessment Requirements – Performance Evidence and Knowledge Evidence](#)

## STATEMENT OF ATTAINMENT:

A Statement of Attainment HLTAID011 Provide first aid will be issued by Accredited First Aid Courses upon successful completion of the course. The HLTAID011 is valid for 3 years and the HLTAID009 CPR component should be updated annually.

## TRAINERS:

Accredited First Aid Courses trainers deliver this course; they are all qualified with the most current Certificate IV in Training and Assessment and have relevant industry experience.

## COURSE MODE & DURATION:

4-hours face to face classroom delivery and assessment and 7-9 hours pre-course knowledge assessments (depending on prior knowledge) is issued when you enrol. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

## Locations

This course is delivered at our Box Hill, Cranbourne, Essendon, Frankston, Geelong, Hoppers Crossing, Narre Warren, Oakleigh, Pakenham, Ringwood, Taylors Lakes and Thomastown training venues or it can be held at your workplace/organisation.

## **COURSE DETAILS**

### **HLTAID012 - Provide First Aid in an Education & Care Setting**

This course will provide the participant with the skills and knowledge required to provide a first aid response to infants, children, and adults in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies. This unit applies to a range of workers within an education and care setting who are required to respond to a first aid emergency, including asthma and anaphylactic emergencies. This includes early childhood workers and educators who work with school age children in outside school hours care and vacation programs.

#### **COURSE CONTENT:**

- How to respond to an emergency
- Legal, workplace and community considerations
- Perform 2-minutes (4 in total) of uninterrupted CPR on both an adult & child manikin on the floor
- Perform 2-minutes of uninterrupted CPR on an infant manikin on a firm surface
- Following the prompts of an automated external defibrillator (AED) to deliver at least one shock
- Apply appropriate first aid procedures according to ARC and first aid guidelines from Australian national peak clinical bodies
- Identification and management of a sick infant or child
- ASCIA Action Plans, Incident hazards and risk minimisation processes for Asthma & Anaphylaxis
- Communicate details of the incident
- Understanding workplace or site incident report forms and review the incident

#### **ASSESSMENT:**

- Online Quiz x 3
- Completing An Incident Report & Risk Minimisation Plan x 3
- Role Play/Scenarios
- Practical Demonstrations

To view the course assessment requirements, please click on the following:

- [Assessment Requirements – Performance Evidence and Knowledge Evidence](#)

#### **STATEMENT OF ATTAINMENT:**

A Statement of Attainment HLTAID012 Provide First Aid in an Education & Care Setting will be issued by Accredited First Aid Courses upon successful completion of the course. The HLTAID012 is valid for 3 years and the HLTAID009 CPR component should be updated annually.

#### **TRAINERS:**

Accredited First Aid Courses trainers deliver this course; they are all qualified with the most current Certificate IV in Training and Assessment and have relevant industry experience.

#### **COURSE MODE & DURATION:**

8 hours 15 minutes face to face classroom delivery and assessment and 9 hours pre-course homework issued when you enrol. You will not receive your Statement of Attainment unless the required pre-course homework is completed in full, and you meet the required skills and knowledge of the course.

#### **LOCATIONS:**

This course is delivered at our Box Hill, Craigieburn, Cranbourne, Essendon, Frankston, Geelong, Greensborough, Narre Warren, Oakleigh, Point Cook, Ringwood, Taylors Lakes and Werribee training venues or it can be held at your workplace/organisation.

# ENROLMENT PROCESS

## POLICY:

This policy/procedure ensures that Accredited First Aid Courses provides appropriate information prior to enrolment that allows all potential students to make an informed decision to study with the RTO. It also ensures a consistent enrolment process will be implemented for all domestic students and that appropriate records will be maintained in all student files.

## REASONABLE ADJUSTMENT - STUDENTS WITH CURRENT AND/OR LONG-TERM MEDICAL CONDITION:

[HLT Health Training Package – First Aid Companion Volume Implementation Guide – Version 3.2 – Click Here](#)

HLT HEALTH TRAINING PACKAGE  
FIRST AID COMPANION VOLUME IMPLEMENTATION GUIDE  
VERSION 3.2

### Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide a student with the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for an RTO and must be allowable within rules defined by the training package.

While adjustments can be made to assessment procedures, **the integrity of the Unit of Competency and/or qualification must be upheld**. Students still need to achieve the standards that employers and training providers expect. A student with a disability can have training and assessment that is fair depending on the RTO's approach/position, preparation and application of adjustments. Reasonable adjustment measures must be considered on a case-by-case basis. It is the responsibility of the RTO to consult with students to establish what reasonable adjustments may be appropriate. The Australian Skills Quality Authority provides a range of advice and guidance for reasonable adjustment including information when training and assessing students with a disability. SkillsIQ does not provide general or specific advice on reasonable adjustments measures for the First Aid Units of Competency

**It is important to note that the HLTAID competency standards do require a level of physical ability to meet the evidence requirements for assessment. These standards relate to the level of performance required to provide resuscitation and respond to an emergency situation where there may be risk to life.**

**Due to the potential risk to health and safety where a nominated first aider, or worker with duty of care, does not have the ability to perform resuscitation and/or first aid to the performance standard, it is not appropriate to issue a Statement of Attainment to students who are physically unable to meet the assessment requirements.**

*In cases where a student has attended a resuscitation or First Aid course but is unable to meet the full requirements of the Unit of Competency, Registered Training Organisations are encouraged to issue a Statement of Attendance and a transcript of any skills and knowledge that the student was able to achieve.*

If you enrol into a First Aid or CPR course, you must be able to perform 2 minutes of uninterrupted CPR on an adult manikin on the floor and 2 minutes of uninterrupted CPR on an infant manikin on a hard surface. If you enrol into HLTAID012 course, you must also be able to demonstrate 2 minutes of uninterrupted CPR on a child manikin on the floor.

If you have a permanent condition that will not allow you to kneel on the floor, then we will not be able to assess you as competent, under the requirement of CPR assessment, as set out by the Department of SkillsIQ and The ARC guidelines for CPR and First Aid. A statement of Attainment will not be issued; however, we can issue a Certificate of Participation.

Should you have a temporary condition that prevents you from kneeling on the floor, such as knee surgery, broken foot etc., you should book in to complete the course at a future date, if possible, when you are able to meet these requirements. If your training is required urgently, you can bring pillows, cushions etc. to assist you kneeling on the floor to complete your training.

If you have a contagious illness, you are not to attend the training course. Please ring the office to rebook. This is for the welfare of the trainer and other Students.

### **INFANTS, BREASTFED INFANTS AND CHILDREN:**

First Aid training is an adult learning environment. It involves a lot of hands-on training, movement of equipment for practical work and scenarios. It is not an environment for children and infants. The minimum age requirement to attend a course with Accredited First Aid Courses unaccompanied is 14. Consent has to be given by the students Parent/Guardian by signing the enrolment form. If a student wishes to attend under the age of 14, they must be accompanied by their parent/guardian. Children under the age of 18 who are not a student are not allowed to enter our classes, due to occupational health & safety reasons.

### **PROCEDURE:**

The following procedure explains the process that is to be undertaken to enrol a student into a course of study.

### **PRE-ENROLMENT INFORMATION:**

Each potential student will be able to access to a Student Information Handbook, prior to enrolment to ensure an informed decision can be made to study with Accredited First Aid Courses.

The Student Information Handbook contains information on:

- General information
- Course Information
- Enrolment process
  - o Students with Current/Long-Term Medical Condition
  - o Infants, Breastfed Infants & Children
  - o Unique Student Identifier (USI)
  - o Payment of Course Fees
  - o Enrolment Form
- Waiver
- Access & Equity
- Records & Privacy
- Issuing Statement of Attainment
- Student Records
- Course Fee Refunds
- Notification of Significant Changes to RTO
- Language, Literacy and Numeracy
- Student Support Services
- Occupational Health and Safety
- Plagiarism/Cheating
- Competency-Based Training and Assessment Process
- Training Evaluation
- Credit Transfer
- Complaints and Appeals

### **BOOKING:**

Students can book online through our website: [www.accreditedfirstaidcourses.com.au](http://www.accreditedfirstaidcourses.com.au) and must click, "I have read & agreed to the Refund Policy" and "I have read & understood the Student Information Handbook" when booking or

can call the office on 9850 6665. The website lists all the courses we deliver, the cost of the courses, the time of commencement and completion, all the venue details and the date of all the classes for each venue.

Once a student has booked online through the website, an automatic confirmation email and tax receipt is sent to the student's nominated email.

The confirmation email includes the following details:

- Course Code
- Price
- Date:
- Time
- Location:
- Additional Information e.g. Parking
- Pre-Course Assessment Information

The confirmation also includes the following forms and policies:

- Enrolment Form
- Fees & Refund Policy
- Privacy Notice – NCVET Enrolment Forms
- AFAC Privacy Policy
- AFAC COVID-19 Policy
- All details of the homework assessment and requirement details of the course are included in the confirmation email.

#### **ENROLMENT FORM:**

All Students must complete an enrolment form to confirm their enrolment. The 'Enrolment Form' shall contain as a minimum the following information:

- Identify the course or courses, venue, date in which the student is to be enrolled and any conditions on their enrolment
- Photo Identification for identification of the student has been sighted
- Ability to understand English
- Ask all AVETMISS questions, including their USI No.
- List the nature of the guarantee given by the RTO to complete the training and/or the assessment once the student has commenced their study
- Government funding eligibility criteria
- Advise the student of their obligation to notify the registered provider of a change of address while enrolled in the course
- A declaration that all information, conditions, details of the enrolment are understood.
- If you are under 18 years of age, your guardian must sign the Enrolment Form to give us consent for you to attend the class.

All students must produce a photo identification to ensure that they are the person completing the course

#### **STUDENT INFORMATION FOR THE UNIQUE STUDENT IDENTIFIER (USI):**

From 1<sup>st</sup> January 2015 when you attend a First Aid course (nationally recognised training) you will need to have a USI. A USI will give you access to your online USI account which will contain all your nationally recognised training records and results from 1<sup>st</sup> January 2015 onwards. This is a requirement of the Australian Government Department of Industry.

Accredited First Aid Courses is a Registered Training Organisation and must comply with Government Legislation to maintain our registration. As of the 1<sup>st</sup> January 2015 we will be unable to issue you a Statement of Attainment for your course until you supply us with your USI 10-digit No.



## HOW TO GET A USI:

It is free and easy for you to create your own USI online. [Click Here](#) to create your USI and follow the steps below:

**Step 1:** Have at least one and preferably two forms of ID ready from the list below

- Driver's license
- Medicare card
- Australian passport
- Visa (with non-Australian passport)
- Birth certificate (Australian)
- Certificate of registration by descent
- Citizenship certificate
- Immi card

## IMPORTANT:

To make sure all your training records are kept together, the USI will be linked to your name as it appears on the form of ID you use to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

**Step 2:** Have your personal contact details ready (e.g., email address, or mobile number, or address)

**Step 3:** Visit the USI website at: [usi.gov.au](http://usi.gov.au)

**Step 4:** Select the "Create a USI" link and follow the steps

**Step 5:** Agree to the Terms and Conditions

**Step 6:** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7:** You should then store the USI No. in a handy and safe place. USI No. must be recorded on your enrolment form.

If you have difficulty in obtaining your USI, please call our office so we can assist you in creating your USI.

If you have lost or forgotten your USI, [Click Here](#) and complete the necessary details and it will be sent to your mobile or email.

For more information on the USI visit: [usi.gov.au](http://usi.gov.au)

## PAYMENT OF COURSE FEES:

Course fees must be paid in full online while booking through our website [www.accreditedfirstaidcourses.com.au](http://www.accreditedfirstaidcourses.com.au) or you can ring the office on 03 9850 6665 and pay by credit card upon booking. Payment can only be made via Visa or MasterCard credit cards. Payment is not accepted on the day of the course. All pricing is in Australian dollars (AUD). A participant is not considered enrolled until they have paid their course fees in full.

## LEARNER PORTAL

Accredited First Aid Courses (AFAC) uses aXcelerate, a comprehensive, cloud-based learner management system that hosts students course manuals and pre-course assessments. It is highly recommended that students read the course manual prior to completing their pre-course assessments.

Upon enrolment, your login details are provided in your confirmation email which grants you access to your learner portal, in which you will find your course manual and pre-course assessments.

Students answers are automatically saved as they progress through their assessments, meaning they can complete their pre-course assessments over multiple days, instead of one sitting.

For any support regarding access to your learner portal, students can call (03) 9850 6665 or email [info@accreditedfirstaidcourses.com.au](mailto:info@accreditedfirstaidcourses.com.au).

## **WAIVER**

By enrolling in this course, the student acknowledges and agrees to the following:

1. The course includes a variety of activities, such as:
  - Physically demonstrating competency in first aid techniques
  - Assisting with class demonstrations that may involve physical contact with the trainer and fellow participants
  - Exposure to graphic content through photographs or other media as part of scenario-based training
  - Performing first aid techniques on the floor.
2. The student understands and accepts that participation in these activities carries inherent risks of injury, loss, or damage to themselves and/or their property (referred to as "the risks").
3. The student voluntarily assumes all risks associated with these activities.
4. Any implied warranty by law related to this agreement, including any expectation that services will be delivered with due care and skill as outlined in sections 60 and 61 of the Australian Consumer Law and the Competition and Consumer Act 2010 (Cth), is expressly excluded to the fullest extent permitted by law.
5. Accredited First Aid Courses will not be liable for any direct or indirect loss or damage of any kind, including those stemming from the negligence of Accredited First Aid Courses or its staff or agents. This includes, but is not limited to, loss or damage related to personal injury.
6. To the extent allowed by law, the student waives the right to initiate any legal claims against Accredited First Aid Courses for any loss or damage that may arise from their participation in activities provided by Accredited First Aid Courses. This waiver includes, but is not limited to, claims regarding:
  - Personal injury
  - Damages, losses, or expenses under sections 60 and 61 of the Australian Consumer Law and the Competition and Consumer Act 2010 (Cth).

## **ACCESS AND EQUITY**

Accredited First Aid Courses will meet the needs of students and the community through the implementation of access and equity principles to ensure a learning environment that is free from discrimination and harassment and that students are treated with respect and in a fair and considerate manner while training with AFAC. Should a student feel uncomfortable with a situation, the student should raise the problem immediately with the trainer.

## **RECORDS AND PRIVACY**

The information that Accredited First Aid Courses collects from you is used only for the services that we provide as an educational institution. The information on the enrolment form must be entered in our Student Management System aXcelerate and sent to Department of Industry as per legislation.

We collect, manage, use, and disclose personal information strictly in accordance with privacy legislation. All records are destroyed by a professional document destruction company every 6 months according to RTO standards.

The information collected is used for a variety of purposes including:

- Student admission
- Provision of student services
- Certification
- Archival purposes
- Mandatory reporting to government agencies

## ISSUING YOUR STATEMENT OF ATTAINMENT

Upon successful completion of your course, a digital Statement of Attainment will be issued to the student on the day of their course providing that the student has provided their USI, and it has been verified.

When your employer, organisation or job provider organises training or are paying on a students behalf, AFAC will issue a digital Statement of Attainment to the participant and to the employer, organisation or job provider. Participants provide consent by acknowledging and signing on their enrolment form.

## STUDENT RECORDS

All student records of the course completed are available on request from our office. Replacement digital certificates are available free of charge, hard copy certificates are available for a cost of \$10.00.

## COURSE FEE REFUNDS

### FEES

All courses are short courses and fees charged for each unit of competency or course are less than \$1,000. Therefore, there is no requirement under the AQTF Standards to protect the fees.

Fees are to be paid by the student online or by calling the office and providing your credit card details over the phone during the enrolment process, or by the employer who sends through a Purchase Order/Email/Letter of Authority for an invoice to be forwarded to the organisation.

### COURSE FEE REFUNDS

Course cancellation terms & conditions:

Note: for clarification of 24 hours' notice, this means 1 working day from Monday to Friday, 9am to 5pm.

- No penalty will apply if a student transfers to an alternative date and has provided more than 24 hours' notice.
- If a student fails to attend their course without 24 hours' notice given and organises an alternative date, the student will pay a set fee of \$20.00
- If a student fails to attend their course without 24 hours' notice given and does not reschedule, no refund will be given
- All students are required to complete an online **Literacy, Language and Numeracy (LLN)** test, **before** commencing any training.

This is following Standard 2.2a of the Australian Government - Department of Employment and Workplace Relations Standards for Registered Training Organisations.

The test helps to identify a student's learning needs before they start training. It is made up of **5 core skills from the Australian Core Skills Framework (ACSF)**: Learning, Reading, Writing, Oral Communication and Numeracy.

- Once you complete your booking, your LLN test will be accessible via your learner portal. Once you successfully complete the LLN test, you will be given access to your pre-course assessments.
- If a student does not achieve 70% or above in their LLN test, a trainer & assessor from Accredited First Aid Courses (AFAC) will be in contact ASAP to discuss the next steps, including possible reassessment. After consultation with the trainer & assessor, if the student is still deemed to not have met the LLN requirements, they will not be allowed to attend the practical training and are entitled to a full refund of their course fees.
- In special circumstances such as an illness, injury or emergency, we will review the above terms. A medical certificate must be provided within 7 days of the course date. Please write an email to [info@accreditedfirstaidcourses.com.au](mailto:info@accreditedfirstaidcourses.com.au) and this will be reviewed
- If AFAC cancels a course, a student can transfer their course to another date free of charge, otherwise, a full refund will be made available to whoever paid the course fee.

#### **COOLING OFF PERIOD:**

- The '10 business day cooling-off period' stipulated under the Australian Consumer Law does not apply when a student independently contacts the Registered Training Organisation (RTO) and books a course with a full understanding of the RTO's 'Terms & Conditions.' Conversely, if a student is approached directly (either in person or over the phone) by a training provider or marketer, enrolls immediately, and is required to pay for the course upfront, the '10 business day cooling-off period' will apply.

### **NOTIFICATION OF SIGNIFICANT CHANGES TO RTO**

The [AFAC Notification of Significant Changes Policy & Procedure](#) document outlines the policy and procedure for Accredited First Aid Courses (AFAC) regarding the notification of significant changes to the Registered Training Organisation (RTO). The key points are:

#### **POLICY:**

AFAC must report significant changes in control, management, or operations to the Australian Skills Quality Authority (ASQA) and other relevant agencies.

#### **PROCEDURE:**

The Director must notify ASQA and other relevant agencies of the following changes prior to them taking effect (where possible; otherwise within 10 working days):

- Change of Ownership: Students will be notified via email and website announcement. They can choose to continue their training with the new owner or receive a full refund. If the RTO closes without a new owner, students will be referred to alternative providers and receive a full refund.
- Changes in High Managerial Positions: Notification is required of any changes to personnel in high managerial roles.
- Other Significant Changes: This includes changes in financial viability, guarantor arrangements, membership status of tuition assurance schemes, mechanisms for securing student fee payments, critical incidents affecting management or operations, director contact details, changes to academic boards, and facility changes.

All notifications must be in writing to ASQA and other relevant agencies within 10 working days of the change. The RTO must regularly discuss proposed changes in management meetings, and annually review its financial situation with a certified accountant, reporting any significant changes to ASQA.

## LANGUAGE, LITERACY AND NUMERACY

If you require support services such as language, literacy or numeracy assistance or other support services to assist you in completing your course, please contact our office. All students enrolled in our courses, must meet the required foundation skills of our courses. I.e.: have reasonable language, literacy, and numeracy skills to complete their homework assignments, fill out an incident report, can communicate with emergency services and give information regarding the casualty and directions to their location, some course LLN skills require students to be able to demonstrate notifying relevant government departments, read policy and procedures, and complete documentation to your relevant authorities.

- All students are required to complete an online **Literacy, Language and Numeracy (LLN) test, before** commencing any training.  
This is following Standard 2.2a of the Australian Government - Department of Employment and Workplace Relations Standards for Registered Training Organisations.  
The test helps to identify a student's learning needs before they start training. It is made up of **5 core skills from the Australian Core Skills Framework (ACSF)**: Learning, Reading, Writing, Oral Communication and Numeracy.
- Once you complete your booking, your LLN test will be accessible via your learner portal. Once you successfully complete the LLN test, you will be given access to your pre-course assessments.
- If a student does not achieve 70% or above in their LLN test, a trainer & assessor from Accredited First Aid Courses (AFAC) will be in contact ASAP to discuss the next steps, including possible reassessment. After consultation with the trainer & assessor, if the student is still deemed to not have met the LLN requirements, they will not be allowed to attend the practical training and are entitled to a full refund of their course fees.

We can adjust our courses to:

- Ensure that our training is delivered at a reasonable pace for all students
- Explain terminology with practical examples
- Use a variety of teaching methods
- Assessments are both written and practical. Depending on the LLN course requirement, all verbal assessment can be given.

## STUDENT SUPPORT SERVICES

Accredited First Aid Courses provide short courses which are completed in one day. Therefore, we do not have extensive support services for our students. Staff will ensure that all students have the required resources prior and during the training to complete the required course.

Should a student require assistance, they should call the office on 03 9850 6665. Advice on where to seek further information, assistance or LLN skills can be given. ([See appendix 1](#))

### STUDENTS WITH DISABILITIES:

You should contact the office to inform the trainer of your disability to ensure the venue is suitable. If required, you can make arrangement to bring your support person to assist you with your learning. Cost of the support person is to be borne by the student. First Aid training involves physical activities that you must meet to achieve competency. You must contact the office to alert them with your requirements. AFAC trainers can provide certain support but are limited with resources as the venues are hired venues for the day and all equipment is transported on the day. Should you require pillows, back supports cushions etc., it is advisable to bring your own aids to your class.

### STUDENTS WITH LEARNING DIFFICULTIES:

If a student is having difficulties in completing their course, our trainers can offer the following types of student support assistance:

- Explanations of parts of the learning that have not been understood
- Extra time on practical and written assessments
- Repeat the course at no further cost to the student
- Repeat assessment after further training
- Assessment can be conducted one to one at AFAC office in Doncaster

## **STUDENTS LEAVING HALFWAY THROUGH A COURSE**

If a student is unable to complete their course due to illness or an emergency, the trainer will note the student's enrolment form regarding the situation. The statement of attainment will not be issued to the student. When convenient, the student can rebook to complete the course without penalty.

We do not offer guidance, counselling or welfare advice given the length of our courses and our expertise, but we will try and advise the student to seek assistance from relevant agencies or experts.

Should a student leave the course with advising the training and no explanation is given, then the students will have to rebook into the course at their own expense. Should the trainer not be aware of the time of the student's departure, the whole course will have to be completed.

## **OCCUPATIONAL HEALTH AND SAFETY**

All Accredited First Aid Courses staff, trainers/assessors, are aware and informed of:

- The occupational health and safety legislation in relationship to their educational environment
- The sexual harassment, discrimination, bullying acts
- Principles and practice of effective ohs management
- Common hazards in the educational environment
- OHS management systems, policies, and procedures for reporting to AFAC management
- All trainers hold a working with children check.

## **STUDENT ATTENDANCE AND BEHAVIOUR:**

Upon arriving at the venue, you must hand in your completed enrolment form, which includes your USI no.

As all our courses are short courses, full attendance for the duration of the course is compulsory.

We aim to provide a safe and friendly environment at our courses, so request:

- First Aid & CPR students will not be allowed into the class if you arrive more than 10 minutes late. Anaphylaxis and Asthma students will not be allowed into class if you arrive more than 5 minutes late as these courses are only short courses due to low number attendance
- No aggressive contact or verbal abuse between any persons
- Show respect towards fellow students
- No inappropriate touching of fellow students. Should the trainer become aware of this behaviour, you will be asked to leave
- Smoking is not permitted in our training venues
- No alcohol or drugs are permitted in our training venues
- Intoxicated and/or drug effected person/s will be asked to leave
- Clothing should be appropriate for physical activity for the course being undertaken. Some venues have dress codes. Please ensure that you dress suitably for the temperature of the day and bring another layer of clothing in case air conditioning is too cold
- Mobile phones to be turned off during the course

## **PLAGIARISM/CHEATING**

You must sign the “Declaration of Authenticity of Your Own Work” at the end of each assessment task. Cheating and copying your work from another student or getting someone else to complete your homework assessment, prior to attending the course, will not be tolerated. The trainer will test your knowledge and your LLN skills during the class and if it appears that you did not complete your homework/assessment, you will be marked not competent and will not receive your Statement of Attainment.

## **COMPETENCY BASED TRAINING AND ASSESSMENT**

Competency based training, is an approach to vocational education and training that focuses on what a person can do in the workplace rather than on the learning process.

Competency based training programs are made up of units based on standards set by industry and assessments are designed to ensure each student has achieved all the skills and knowledge required to achieve competency.

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. Students will be assessed by one or more of the following methods:

- Online quizzes
- Incident reports
- Risk minimisation plans
- Risk management plans
- Observation
- Oral questioning
- Scenario/role play

On commencement of a course, all students will be advised of our training and assessment strategy for that course.

## **TRAINING EVALUATION**

Accredited First Aid Courses is committed to providing a quality service with a focus on continuous improvement. We value feedback, whether it be suggestions for improvements, complaints or a compliment on the training provided, from students, staff, trainers, and our business clients.

AFAC send each participant a survey the day after their course to complete.

Feedback can also be provided by:

- Phone
- Email
- Via our trainers
- By your employer

Your feedback will assist in evaluating our courses and making improvements and if necessary, to future courses.

## CREDIT TRANSFER (CT)

AFAC recognises the AQF qualifications and Statements of Attainments issued by another RTO.

Credit transfer refers to the acknowledgment of any unit of competency that a student has successfully completed at another Registered Training Organization (RTO).

AFAC has a 90-day Credit Transfer (CT) policy in which AFAC will only grant CT if you complete the upgraded course within 90 days of your original training. Your certificate will be backdated to the original training date.

Credit Transfer is when you have completed one of the following courses and realised you should have completed the next level higher, e.g., HLTAID009 Provide CPR, and realised you should have completed HLTAID011 Provide First Aid, HLTAID010 Provide Basic Emergency Life Support but required HLTAID011 Provide First Aid or completed HLTAID011 and you now require HLTAID012 Provide an Emergency Response in an Education and care Setting.

Please email your current Statement of Attainment to [info@accreditedfirstaidcourses.com.au](mailto:info@accreditedfirstaidcourses.com.au) with a request for recognition of your qualification. The office staff will issue you with bridging assessments required and book you in to complete the balance of your face-to-face training.

For more information, you can view our [Credit Transfer Policy & Procedure Here](#).

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning means recognition of competencies currently held regardless of how, when or where the learning occurred. This includes any combination of formal or informal training and education, work experience or general life experience. As AFAC's courses are short competency-based courses, completed in one day of practical training. RPL is never requested. The courses delivered are to be renewed every 3 years with CPR every 12 months, regardless of experience in the workplace.

AFAC has never had a request For RPL to be granted, but if it should then the course applicant must provide quality evidence that he/she:

- Meets the requirements of the relevant Training Package or Accredited course.
- It is conducted in accordance with the principles of assessment and the rules of evidence.
- Meets workplace and, where relevant, regulatory requirements
- It is systematically validated.

The evidence gathered as proof of current competency may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

The assessor will ensure that the evidence gathered complies with the rules of evidence, namely that it is authentic, valid, reliable, current, and sufficient.

Any evidence in support of RPL should be submitted with an "Application for Recognition of Prior Learning" form which is available by request from the RTO.

For more information, you can view our [RPL Policy & Procedure Here](#).



# COMPLAINTS AND APPEALS

## **POLICY:**

This policy/procedure supports the RTO to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Accredited First Aid Courses will be viewed as an opportunity for improvement.

Despite all efforts of Accredited First Aid Courses to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student (unless referred to a third party; see procedure for more details).

Please note that the AFAC must ensure that all students meet the required essential skills of the course undertaken. If a student complains that they are unable to complete 2-mins of uninterrupted CPR on the floor, then the student must reattend when they are able to meet these requirements from the Industry and Skills Council and the ARC guidelines.

## **PROCEDURE:**

The complaints and appeals policy and procedure and applicable form is made available to all students and potential students by directly contacting the RTO, through the RTO's website, and within the Student Information Handbook.

## **GENERAL COMPLAINTS:**

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's issue. Any staff member can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appeal, the following procedures must be followed:

Any student, potential student, or third party may submit a formal complaint to Accredited First Aid Courses with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.

Complainants have the right to access advice and support from independent external agencies or/and persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the director.

Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting 03 9850 6665 at the RTO, or by email: [accounts@accreditedfirstaidcourses.com.au](mailto:accounts@accreditedfirstaidcourses.com.au)

All formally submitted complaints or appeals are submitted to the Director. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which lead to the complaint
- Attachments (if applicable)

Once a formal complaint is received it will be entered into the 'Complaints and Appeals Register' which is monitored by the Director regularly. The information to be contained and updated within this register as follows:

- Submission date of complaint
- Name of complainant
- Description of complaint/appeal
- Determined resolution
- Date of resolution

A student may be assisted or accompanied by a support person, regardless of the nature of the issue or complaint, throughout the process at all times.

The director will decide on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the director will inform all parties involved of the decision in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal.

The director will ensure that the RTO acts immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the director and on the student's file.

#### **APPEALING A DECISION:**

All Students have the right to appeal decisions made by Accredited First Aid Courses where reasonable grounds can be established. The areas in which a student may appeal a decision made by Accredited First Aid Courses may include:

- Assessments conducted
- Or any other conclusion/decision that is made after a complaint has been dealt with by Accredited First Aid Courses in the first instance.

To activate the appeals process, the student is to complete a '[Complaints and Appeals Form](#)' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained.

The Director shall then organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The Director shall ensure that Accredited First Aid Courses acts on any substantiated appeal.

Where an appeal has been lodged, it will be defined into one of the following categories and the appropriate procedures followed:

#### **GENERAL APPEALS:**

Where a student has appealed a decision or outcome of a formal complaint, they are required to notify accredited first aid courses in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the director, and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.

The director shall be notified and shall seek details regarding the initial documentation of the complaint and shall decide, based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Accredited First Aid Courses if they wish to proceed with the external appeals process.

#### **ASSESSMENT APPEALS:**

Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re- assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with the director and the appeal shall be entered into the 'Complaints and Appeals Register.'

The director shall be notified and shall seek details from the trainer involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Accredited First Aid Courses.

The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Accredited First Aid Courses if they wish to proceed with the external appeals process.

#### **EXTERNAL APPEALS:**

If not satisfied with the decision in stage 2, the complainant may request that the matter be further reviewed by an external dispute resolution process, by the body appointed by Accredited First Aid Courses for that purpose.

The details of this external body are:

Dispute Assessment Officer  
Dispute Resolution Centre of Victoria  
Level 4, 456 Lonsdale Street  
Melbourne VIC 3000  
Tel: 9603 8370  
[www.disputes.vic.gov.au/](http://www.disputes.vic.gov.au/)

#### **FURTHER INFORMATION:**

If a client (student or other client) is still dissatisfied with the decision of the RTO, they may wish to seek legal advice or place a complaint about the RTO to ASQA directly (please be aware that ASQA does not act in a mediation capacity or is involved with refund of fees).

If, after the RTO's internal complaints and appeals processes have been completed, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the online complaint form: [www.ASQA.vic.gov.au/complaints/page/default.aspx](http://www.ASQA.vic.gov.au/complaints/page/default.aspx)

Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- That you have followed your RTO's formal complaints procedure, and
- The RTO's response

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes.

**ASQA DETAILS:**

Level 4, 2 Lonsdale Street, Melbourne Vic 3000

Postal Address:

GPO Box 2317, Melbourne Vic 3001

Phone: 03 9032 1564 Fax 03 9032 1579

Email: [ASQA@edumail.vic.gov.au](mailto:ASQA@edumail.vic.gov.au)

Website: [www.ASQA.vic.gov.au](http://www.ASQA.vic.gov.au)

**RTO CONTACT INFORMATION**

Accredited First Aid Courses

RTO: 20863

Postal Address: 150 High Street,

Doncaster, VIC 3108

Phone: 03 9850 6665

Email: [info@accreditedfirstaidcourses.com.au](mailto:info@accreditedfirstaidcourses.com.au)

Website: [www.accreditedfirstaidcourses.com.au](http://www.accreditedfirstaidcourses.com.au)

## APPENDIX 1

ORGANISATION	WEBSITE	SERVICES OFFERED
Literacy Net Australian Government	<a href="https://www.dese.gov.au/skills-information-training-providers/literacy-net">https://www.dese.gov.au/skills-information-training-providers/literacy-net</a>	This website provides government, training and other helpful websites offering resources for LLN
Adult Migrant English Program	<a href="https://immi.homeaffairs.gov.au/settling-in-australia/amep/overview#:~:text=We%20provide%20free%20English%20language,your%20new%20life%20in%20Australia.">https://immi.homeaffairs.gov.au/settling-in-australia/amep/overview#:~:text=We%20provide%20free%20English%20language,your%20new%20life%20in%20Australia.</a>	English language tuition to eligible migrants
Reading Writing Hotline	<a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a>	Helps those needing support with LLN
Tafe Queensland	<a href="https://tafeqld.edu.au/">https://tafeqld.edu.au/</a>	Provides a range of LLN support services, including foundation skills courses and assessments to help students improve their language, literacy, and numeracy.
Skills for Education & Employment Program	<a href="https://www.dewr.gov.au/">https://www.dewr.gov.au/</a>	Provides eligible job seekers with access to LLN training to enhance their employability skills and prepare them for the workforce.
NETTFORCE	<a href="https://www.nettforce.com.au/">https://www.nettforce.com.au/</a>	Offers LLN online support services and assessments for students in vocational education, including tailored learning plans and resources to enhance their skills.
Alcohol & Drug Foundation	<a href="https://adf.org.au/">https://adf.org.au/</a>	A national organization that provides information, support services, and resources to help individuals manage substance use, including advice tailored for students and young people.
Reach Out	<a href="https://au.reachout.com/">https://au.reachout.com/</a>	An online mental health service offering resources and support for young people dealing with alcohol and drug issues, along with peer support and information for managing stress and mental health.
Headspace	<a href="https://headspace.org.au/">https://headspace.org.au/</a>	Provides mental health support to young people aged 12-25, including help with alcohol and drug use. Services are available through local centers and online, offering counseling and guidance.
Lifeline	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>	A crisis support service that offers 24/7 assistance for individuals experiencing distress, including issues related to alcohol use. Provides support, counseling, and referral to additional services.
NAATI	<a href="https://www.naati.com.au/">https://www.naati.com.au/</a>	Offers a list translators and interpreters for 100's of languages

TIS National	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	A government service that provides interpreting and translation services for people who speak languages other than English, including support for students needing assistance with academic materials or communication.
Ethnic Community Services Cooperative (ECSC)	<a href="http://www.ecsc.org.au/">http://www.ecsc.org.au/</a>	Provides interpreting and translation services specifically catering to multicultural communities in Australia, with a focus on offering support to students and community members.
Community Languages Australia (CLA)	<a href="https://communitylanguagesaustralia.org/">https://communitylanguagesaustralia.org/</a>	Provides resources and connections to community language schools and interpreting services, offering support for bilingual students and those needing language assistance.
Auslan Services	<a href="http://www.aslanservices.com">www.aslanservices.com</a>	Specializes in Auslan (Australian Sign Language) interpreting services, supporting students who are deaf or hard of hearing with communication in educational settings.
Deaf Australia	<a href="https://deafaustralia.org.au/">https://deafaustralia.org.au/</a>	An organization that represents the interests of Deaf Australians. They provide advocacy, resources, and support services, including information on education options for Deaf students.
Australian Sign Language Interpreters Association (ASLIA)	<a href="https://www.aslia.com.au/">https://www.aslia.com.au/</a>	ASLIA supports the Deaf community by providing access to qualified Auslan interpreters and offering resources to improve communication access for Deaf students.
Disability Support Services (DSS) – Department of Social Services	<a href="https://www.dss.gov.au/">https://www.dss.gov.au/</a>	The DSS provides support to individuals with disabilities, including funding for education, advocacy services, and resources tailored to assist students with disabilities in their learning environments.
National Disability Insurance Scheme (NDIS)	<a href="https://www.ndis.gov.au/">https://www.ndis.gov.au/</a>	The NDIS provides support and funding to individuals with disabilities, including services that can assist students in accessing education, personal care, and therapeutic supports.
Scope Australia	<a href="https://www.scopeaust.org.au/">https://www.scopeaust.org.au/</a>	Offers a range of services for individuals with disabilities, including support for educational participation, assessments, and therapy services aimed at improving student outcomes.