

Accredited First Aid Courses

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 Victorian Registration and Qualification Authority (VRQA) 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:

- 22300VIC Course in First Aid Management of Anaphylaxis
- 22282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
- VU21800 Provide First Aid Management of Anaphylaxis
- 22298VIC Course in Basic Oxygen Administration
- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID002 Provide Basic Emergency Life Support
- HLTAID003 Provide First Aid
- HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting

Course details:

22300VIC - Course in First Aid Management of Anaphylaxis

This course will provide the participant with the skills and knowledge required to assist a person suffering an anaphylactic reaction using the casualty's own adrenaline device or the workplace's emergency back-up Adrenaline device, until the arrival of medical assistance. Participants will also develop knowledge and skills in recognition, management, prevention and risk minimisation of allergic reactions.

Course Content

Unit code: VU21800 Provide First Aid Management of Anaphylaxis

- Understanding anaphylaxis
- Triggers of anaphylaxis
- Signs and symptoms of an allergic reaction
- The emergency action plan
- The adrenaline auto-injector – what it does
- Using, handling and safe storage of the adrenaline auto-injector
- Completing an Incident Form

Unit code VU21801 Develop risk minimisation and management strategies for allergic reaction and anaphylaxis

- Risk assessment and risk minimisation & management strategies
- Legislation and responsibilities
- Evaluation of policies, procedures and emergency incidents

Assessment

- Homework
- Role play/scenarios
- Practical Demonstrations
- Incident Report/Risk Minimisation Plans

Statement of Attainment

A Statement of Attainment 22300VIC Course in First Aid Management of Anaphylaxis will be issued by AFAC upon successful completion of the course. 22300VIC is valid for 3 years.

- It is recommended that Unit Code : VU21800 Provide First Aid Management of Anaphylaxis, be updated every 12 months. (Commonly known as an 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: 1 ½ hours at our Public courses, 2 hours at onsite courses. Two-hour homework issued when you enrol. You will not receive your Statement of Attainment unless the required homework is completed in full and handed to the trainer and you meet the required skills and knowledge of the course.

Locations

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

Course details:

VU21800 Provide First Aid Management of Anaphylaxis (Commonly known as Annual EpiPen Update)

This unit will provide the participant with the skills and knowledge required to assist a person suffering an anaphylactic reaction using the casualty's own adrenaline device or the workplace's emergency back-up Adrenaline device, until the arrival of medical assistance.

Course Content

- Understanding anaphylaxis
- Triggers of anaphylaxis
- Signs and symptoms of an allergic reaction
- The emergency action plan
- The adrenaline auto-injector – what it does
- Using, handling and safe storage of the adrenaline auto-injector
- Complete relevant Incident reports

Assessment

- Homework
- Role play/scenarios
- Practical Demonstrations
- Incident Report

Statement of Attainment

A Statement of Attainment, VU21800 Provide First Aid Management of Anaphylaxis will be issued by Accredited First Aid Courses upon successful completion of the unit. It is recommended that VU21800 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

45 mins face to face classroom delivery and assessment and 1-hour homework issued when you Enrol. You will not receive your Statement of Attainment unless all the competencies of this course are met, the homework completed and handed to the trainer on the day of the course.

Locations

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

22282VIC - Course in Management of Asthma Risks and Emergencies in the Workplace

This course will provide the participant with the skills and knowledge required to assist a person suffering an Asthma Attack using the casualty's own or workplace Asthma reliever medication until the arrival of medical assistance. Participants will also develop knowledge and skills in recognition, management, prevention and risk minimisation of Asthma.

Course Content

- Understanding Asthma
- Triggers of Asthma
- Signs and symptoms of Asthma
- The emergency action plan
- Reliever medication – what it does
- Using, handling and safe storage of the reliever medication
- Risk assessment and risk minimisation strategies
- Legislation and responsibilities
- Evaluation of policies, procedures and emergency incidents

Assessment

- Homework
- Role play/scenarios
- Practical Demonstrations
- Incident Report/Risk Minimisation Reports

Statement of Attainment

A Statement of Attainment 22282VIC 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 current Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration

Face to face Classroom delivery and assessment is one hour in our Public course venues and two hours at onsite training .
Two-hour homework issued when you enrol.
You will not receive your Statement of Attainment unless all the competencies of this course are met and the homework completed and handed to the trainer on the day of the course.

Locations

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

22298VIC - Course in Basic Oxygen Administration

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/or oxygen resuscitation as appropriate until the arrival of medical assistance.

Course Content

- Carry out first aid policy and procedures
- Appropriately control the situation prior to oxygen administration
- When to apply supplementary oxygen
- Understand oxygen flow rates
- Use resources and equipment appropriately
- Ability to administer oxygen appropriately using specified delivery devices
- Knowledge to request appropriate emergency assistance
- Accurately convey casualty's details to emergency services
- Complete relevant documentation
- Evaluation of policies, procedures and emergency incidents

Assessment

- Role play/scenario work
- Written & practical assessment

Statement of Attainment

A Statement of Attainment 22298VIC Course in Basic Oxygen Administration 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 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 all the competencies of this course are met and the homework completed and handed to the trainer on the day of the course.

Locations

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

HLTAID001 - Provide Cardiopulmonary Resuscitation

This course will provide the participant with the skills and knowledge to perform CPR in line with the Australian Resuscitation Council Guidelines.

Course Content

- How to respond to an emergency
- 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 hard surface
- Attach the AED and follow its prompts in accordance with organizational procedures, manufacturers guidelines,
- ARC guidelines and State Legislation
- Communicate details of the incident
- Give a verbal or written report

Assessment

- Homework
- Role play/scenarios
- Practical Demonstrations
- Incident Report

Statement of Attainment

A Statement of Attainment HLTAID001 Provide Cardiopulmonary Resuscitation will be issued by Accredited First Aid Courses upon successful completion of the course.

HLTAID001 is valid for 12 months.

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

2 ½ hours face to face classroom delivery and assessment.

1 ½ hours Homework Assignment Assessment. You will not receive your Statement of Attainment unless all the competencies of this course are met, the homework completed and handed to the trainer on the day of the course.

Locations

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

HLTAID002 - 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 the Australian Resuscitation Council Guidelines.

Course Content

- How to respond to an emergency
- 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 hard surface
- Attach the AED and operate in accordance with organizational procedures, manufacturers guidelines,
- ARC guidelines and State Legislation
- Apply appropriate first aid procedures
- Communicate details of the incident

Assessment

- Homework
- Role play/scenarios
- Practical Demonstrations
- Incident Report

Statement of Attainment

A Statement of Attainment HLTAID002 Provide basic emergency life support will be issued by Accredited First Aid Courses upon successful completion of the course. The HLTAID002 is valid for 3 years and the 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

Refresher Students: Four-hours face to face classroom delivery and assessment and 3 ½ hours pre-course homework issued when you enrol.

Beginner Students: Seven-hours face to face classroom delivery and assessment and 3 ½ hours pre-course homework issued when you enrol.

You will not receive your Statement of Attainment unless all the competencies of this course are met, the pre-course homework is completed and handed to the trainer on the day of the course.

Locations

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

HLTAID003 - Provide First Aid

This course will provide the participant with the skills and knowledge to provide a first aid response to a casualty.

Course Content

- How to respond to an emergency
- 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 hard surface
- Attach the AED and operate in accordance with organizational procedures, manufacturers guidelines
- Apply appropriate first aid procedures
- ARC guidelines and State Legislation
- Communicate details of the incident
- Evaluate the incident and own performance

Assessment

- Homework
- Role play/scenarios
- Practical Demonstrations
- Incident Report

Statement of Attainment

A Statement of Attainment HLTAID003 Provide first aid will be issued by Accredited First Aid Courses upon successful completion of the course. The HLTAID003 is valid for 3 years and the HLTAID001 CPR component should be updated annually.

Trainers

Accredited First Aid Courses trainers deliver this course. They are all qualified with Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration

Refresher Students: Four-hours face to face classroom delivery and assessment and 4 ½ hours pre-course homework issued when you enrol.

Beginner Students: Seven-hours face to face classroom delivery and assessment and 4 ½ hours pre-course homework issued when you enrol.

You will not receive your Statement of Attainment unless all the competencies of this course are met, the pre-course homework is completed and handed to the trainer on the day of the course.

Locations

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

HLTAID004 - Provide an Emergency First Aid Response in an Education and 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. The course applies to educators and support staff working within an education and care setting who are required to respond to a first aid emergency, including asthmatic and anaphylactic emergencies.

Course Content

- Understanding National Regulations and State Legislation
- How to respond to an emergency
- Perform 2-minutes of uninterrupted CPR each on an: Adult manikin on the floor, Child manikin on the floor and Infant Manikin on a hard surface
- Attach the AED and follow its prompts. Operate in accordance with organisational procedures, manufacturers guidelines
- Apply appropriate first aid procedures
- Anaphylaxis- Emergency Management, Minimisation & Risk Assessment
- Asthma-Emergency Management, Minimisation & Risk Assessment
- ARC guidelines and State Legislation
- Communicate details of the incident
- Evaluate the incident and own performance

Assessment

- 3 lots of Homework
- Practical Demonstrations
- Role play/scenario work
- Risk Minimisation Plans and Incident reports

Statement of Attainment

A Statement of Attainment HLTAID004 Provide an emergency first aid response in an education and care setting will be issued by Accredited First Aid Courses upon successful completion of the course. The HLTAID004 is valid for 3 years. CPR 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

7 to 8- hours face to face classroom delivery and assessment.

8-hours Homework, issued when you enrol.

You will not receive your Statement of Attainment unless all the competencies of this course are met and the homework completed and handed to the trainer on the day of the course.

Locations

This course is held at our Box Hill, Narre Warren, Frankston, Point Cook, Werribee, Keon Park, Essendon, Taylors Lakes, Ringwood, Oakleigh, Mordialloc, Cranbourne, Craigieburn and Geelong 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.

Accredited First Aid Courses has a Language, Literacy & Numeracy (LLN) self-assessment test before you complete your booking. This is to ensure that all Students are not disadvantaged upon arrival to the course venue, to find that they do not meet the required LLN Foundation Skills to complete the course according to Skills and Industry council. This is to ensure that all potential students meet the required Language, Literacy and Numeracy Foundation Skills requirement of the course and to confirm their ability to competently complete the qualification.

First Aid Training for Refresher Students and Beginner First Aid Students

Beginner First Aid Students must enrol into the 7-hours face to face training sessions, located at relevant venues on dates allocated to Beginner First Aid Students on our website.

Refresher First Aid Students can enrol into the 4-hours face to face training sessions located at relevant venues on our website. **A copy of your existing First Aid Certificate must be emailed to the office unless you have completed the training with AFAC** prior to attending the refresher First Aid course.

Refresher First Aid Students who prefer the 7-hour face to face training session can enrol into the relevant 7-hours sessions located on our website.

Student with current and/or long-term Medical Condition

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 HLTIAD004 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 First. A statement of Attainment will not be issued, but we can issue a Statement of Attendance.

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. No child under the age of 14 (unless you are enrolled as a Student) are not allowed to enter our classes, due to Occupational Health & Safety reasons. Please contact the office. for further information on how you can complete your training.

Procedure

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

Pre-Enrolment information:

Students:

- 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
 - Enrolment Process
 - Unique Student Identifier
 - Equity Commitment
 - Privacy
 - Access to Student Records
 - Course Fee Refunds
 - Language, Literacy and Numeracy Requirements
 - Student Support Services
 - Physical activity during the course
 - Occupational Health and Safety
 - Student Attendance, Behaviour & Plagiarism/Cheating
 - Competency-Based Training and Assessment Process
 - Training Evaluation
 - Recognition of Prior Learning (RPL) and Credit Transfer
 - Complaints and Appeals
 - Further information contact details {RTO details on www.training.gov.au and with VRQA}

Enrolment

- To enrol into one or more of our courses, you can book on line through www.accreditedfirstaidcourses.com.au or ring the office on 03 9850 6665. You are required to test your LLN skills prior to completing your course booking. When booking by phone, the office staff will send you a link to our website to complete your booking, to ensure that you meet the LLN requirements.
- Once you complete your booking online, a confirmation email will be sent to your nominated email, advising the venue location, cost of the course/s, times, homework required, enrolment form and other requirements of the course chosen. Enrolment form, USI requirement and Homework links will be included in the confirmation email.
- It is your responsibility to advise us of your correct spelling of your name and other details.
- Generally, students must be at least 14 years of age to complete First Aid Training, but exceptions are made for minimum age, 12-years old due to Guides, Scouts and school extra curriculums. . Please contact the office for further details if required. Parental/Guardian consent is required for all Students under the age of 18-years of age.

Student Information for the Unique Student Identifier (USI)

From 1st 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 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 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.

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

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.

We suggest you save your USI No. in your mobile phone address under USI for easy access.

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

If you have lost or forgotten your USI, visit: www.usi.gov.au Go to I have forgotten my USI and complete a few details and it will be sent to your mobile or emailed to you.

For more information on the USI visit: usi.gov.au

Payment of Course Fees

Course fees can be paid in full on line while booking through our website www accreditedfirstaidcourses.com.au or you can pay on the day with Cash, Eftpos or Cheque, or you can ring the office on 03 9850 6665 and pay by credit card prior to attending.

Enrolment Form

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

- Course or courses in which the Student is enrolled and any conditions on his or her enrolment.
- Venue training is delivered
- Unique Student Identifier (USI)
- Answer all relevant AVETMISS questions, Legal name, Residential Address, Phone No. Email address, Male/Female/Other, DOB, Language, Literacy & Numeracy ability, reason for the course etc.
- 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.

Recognition of other RTO qualifications

AFAC recognises the AQF qualifications and Statements of Attainments issued by another RTO. Please email your current qualification to info@accreditedfirstaidcourses.com.au with a request for recognition of your qualification.

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 Data program 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 Statement of Attainment will be issued to the student either on the day of the course or emailed to the student within 2/3 working days.

Onsite training courses and when requested by your employer: When your employer organises onsite training at your workplace, AFAC will post your Statement of Attainment to your employer to issue to the students. Please choose on your enrolment form the option to either Allow or Not Allow AFAC to send your Statement of Attainment to your employer.

Student Records

All Student records of the course completed are available on request from our office. Replacement certificates are available at a cost of \$10.00 per certificate which covers record searching, preparation of the certificate, postage and handling. Please contact our office if you require a replacement certificate.

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 50% of the course price (e.g. \$30.00 if rescheduling into CPR)
- If a student fails to attend their course without 24 hours-notice given and does not reschedule, no refund will be given
- In special circumstances such as an illness, injury or an 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 and this will be reviewed

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, complete documentation to your relevant authorities.

This is a requirement of the course writer: Australian Government - Industry Skills Council. A self-assessment LLN test is included in the booking online process to determine if you have the required skills to complete the course.

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 are short courses 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.

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. Homework, and if applicable, make payment.

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:

- Lateness to Class. You will not be allowed into the class if you arrive more than 20 minutes late. This does not apply to Asthma and Anaphylaxis training courses at our Public Course venues 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 piece of homework/assessment sheets. 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 apparent 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:

- Observation
- Oral questioning
- Scenario/role play
- Incident sheets

- Homework Assessments

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.

Feedback can be provided by:

- Student evaluation forms at the end of the course
- 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.

Recognition of Prior Learning (RPL) and Credit Transfer

- Recognition of Prior Learning and Credit Transfer is when you have completed one of the following courses and realised you should have completed the next level higher, e.g. HLTAID001 Provide CPR, and realised you should have completed HLTAID003 Provide First Aid, HLTAID002 Provide Basic Emergency Life Support but required HLTAID003 Provide First Aid or completed HLTAID003 and you now require HLTAID004 Provide an Emergency Response in an Education and care Setting. You must complete the upgraded course within 90 days of your original training to receive RPL and your certificate will be backdated to the original training date. Please contact the office and provide your current Statement of Attainment and the office staff will issue you with bridging homework required and if necessary book you in to complete the balance of your face to face training. If your current course was completed with another RTO, then an RPL form will be emailed to you to complete.

- 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 re attend 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: fbremner@accreditedfirstaidcourses.com.au.

All formally submitted complaints or appeals are submitted to 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 Students 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 Resolution Centre of Victoria Contact details 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/

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 VRQA directly (Please be aware that VRQA 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 VRQA by completing the online complaint form: www.vrqa.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.

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

VRQA 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: vrqa@edumail.vic.gov.au

Website: www.vrqa.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

Website:

www.accreditedfirstaidcourses.com.au