

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 training to nationally recognised standards at our venues and on site at work places.

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?

- Registered Training Organisation
- Training at our venues or the worksite
- Courses can be held any day of the week and at a time that you require
- Industry experienced and supportive trainers
- Over 19 years experience in delivering first aid training

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 :

- 22099VIC Course in First Aid Management of Anaphylaxis
- 22282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
- 22101VIC Course in Automated External Defibrillation
- 22100VIC 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:

22099VIC - 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 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

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

Assessment

- Role play/scenario work
- Written assessment

Statement of Attainment

A Statement of Attainment 22099VIC Course in First Aid Management of Anaphylaxis will be issued by Accredited First Aid Courses upon successful completion of the course. The 22099VIC is valid for 3 years.

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

Two hour face to face classroom delivery and assessment.

Locations

This course is held at our Box Hill, Narre Warren, Frankston, Melbourne, Point Cook, Werribee, Keon Park, Essendon, Taylors Lakes and Geelong training venues or it can be held at your workplace.

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

- Role play/scenario work
- Written assessment

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. The 22282VIC is valid for 3 years.

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

Two hour face to face classroom delivery and assessment.

Locations

This course is held at our Box Hill, Narre Warren, Frankston, Melbourne, Point Cook, Werribee, Keon Park, Essendon, Taylors Lakes and Geelong training venues or it can be held at your workplace.

22101VIC - Course in Automated External Defibrillation

As Automated External Defibrillation training is included with HLTAID001 Provide Cardiopulmonary Resuscitation and with all First Aid Training, this course is delivered when a group of participants require a Statement of Attainment for 22101VIC. The course will provide the participant with the skills and knowledge required to safely provide Automated External Defibrillation (AED) until the arrival of medical assistance.

Course Content

- Control any immediate danger to self and others
- Carry out first aid principles and procedures
- Appropriately control situation prior to AED application
- Appropriately recognize condition of casualty
- Apply cardiopulmonary resuscitation CPR
- Use of resources and equipment appropriately
- Attach the AED and operate in accordance with organizational procedures, manufacturers guidelines, ARC guidelines and State Legislation.
- Coordinate the operation of the AED with the resuscitation team to minimise interruption to CPR efforts.
- Request appropriate emergency assistance
- Accurately convey casualty's details to emergency services
- Complete relevant documentation.

Assessment

- Role play/scenario work
- Written assessment

Statement of Attainment

A Statement of Attainment 22101VIC Course in Automated External Defibrillation will be issued by Accredited First Aid Courses upon successful completion of the course. This course 22101VIC 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

Two hour face to face classroom delivery and assessment.

Locations

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

22100VIC - 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 assessment

Statement of Attainment

A Statement of Attainment 22100VIC Course in Basic Oxygen Administration will be issued by Accredited First Aid Courses upon successful completion of the course.

The 22100VIC 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

Two hour face to face classroom delivery and assessment.

Locations

This course is held at your workplace 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 situation
- Perform CPR procedures
- Attach the AED and operate in accordance with organizational procedures, manufacturers guidelines,
- ARC guidelines and State Legislation
- Communicate details of the incident

Assessment

- Role play/scenario work
- Written assessment

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 Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration

Two hour face to face classroom delivery and assessment.

Locations

This course is held at our Box Hill, Narre Warren, Frankston, Melbourne, Point Cook, Werribee, Keon Park, Essendon, Taylors Lakes and Geelong training venues or it can be held at your workplace.

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 situation
- Apply appropriate first aid procedures
- Communicate details of the incident

Assessment

- Role play/scenario work
- Written assessment

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 Certificate IV in Training and Assessment and have relevant industry experience.

Course Mode & Duration

Four hour face to face classroom delivery and assessment.

Locations

This course is held at our Box Hill, Narre Warren, Frankston, Melbourne, Point Cook, Werribee, Keon Park, Essendon, Taylors Lakes and Geelong training venues or it can be held at your workplace.

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 situation
- Apply appropriate first aid procedures
- Communicate details of the incident
- Evaluate the incident and own performance

Assessment

- Role play/scenario work
- Written assessment

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 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

16 hours face to face classroom delivery and assessment or 6 hour face to face with study time (approx.:10 hours) of our workbook and completing revision questions prior to attending the course. Trainer will collect the signed declaration "Completion Certificate" and if the homework questions have not been completed then you will not be able to receive the Statement of Attainment. You will be able to complete the homework book at the end of the session and if the trainer is satisfied that the questions are all correct then you can receive your Statement of attendance. You will also be allowed to complete the homework questions at home and post the homework to the office and once assessed by the trainer, and the trainer is satisfied the questions are correct, then the Statement of Attainment will be posted to your preferred address.

Locations

This course is held at our Box Hill, Narre Warren, Frankston, Melbourne, Point Cook, Werribee, Keon Park, Essendon, Taylors Lakes and Geelong training venues or it can be held at your workplac

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

- How to respond to an emergency situation
- Apply appropriate emergency first aid procedures
- Communicate details of the incident
- Evaluate the incident and own performance

Assessment

- Role play/scenario work
- Written assessment

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 and the 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

16 hour face to face classroom delivery and assessment or 8 hour face to face with study time (approx.: 8 hours) of our workbook and completing revision questions prior to attending the course. The Trainer will collect the signed declaration "Completion Certificate" and if the homework questions have not been completed, then you will not be able to attend the course session. You will be able to book into another session at a later date.

Locations

This course is held at our Box Hill, Narre Warren, Frankston, Melbourne, Point Cook, Werribee, Keon Park, Essendon, Taylors Lakes and Geelong training venues or it can be held at your workplace.

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 will assess all potential student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

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 must contain information on:
 - General Information
 - Enrolment Process
 - Unique Student Identifier
 - Equity Commitment
 - Privacy
 - Access to Student Records
 - Course Fee Refunds
 - Language, Literacy and Numeracy
 - Student Support Services
 - Occupational Health and Safety
 - Student Attendance and Behaviour
 - Competency-Based Training and Assessment Process
 - Training Evaluation
 - Recognition of Prior Learning (RPL) and Credit Transfer
 - Complaints and Appeals
 - Further information contact details {RTO and VRQA details}

Student Information for the Unique Student Identifier (USI)

From 1 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.

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 Licence
- 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 of 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 write down the USI and keep it somewhere handy and safe, and advise AFAC of your USI so that it can be recorded on your enrolment form.

If you have difficulty in obtaining your USI, please call us and we can assist you in creating your USI. For more information on the USI visit: usi.gov.au

Enrolment

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 in which the student is to be enrolled and any conditions on his or her enrolment;
- Unique Student Identifier (USI)
- Ask all relevant AVETMISS questions
- 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
- Advise the student of his or her 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 .

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.

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.

We collect, manage, use and disclose personal information strictly in accordance with privacy legislation.

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.

Student Records

All student records are available on request from our office.

Replacement certificates are available at a cost of \$10.00 which covers the certificate, postage and packaging. Please contact our office if you require a replacement certificate.

Course Fee Refunds

Course cancellation terms and conditions:

Note- Clarification "Days notice" means - Office hours, Monday to Friday, 9-00 am to 5-00 pm

- No penalty will apply if a student transfers to an alternative course as long as 4 days notice is given and that it is completed within 6 months
- If at least 5 days notice is given of cancellation, then funds received will be refunded less an administration fee of \$10.00
- If less than 5 days but more than 2 days notice is given of cancellation, then funds received will be refunded less an administration fee of \$20.00
- If less than 2 days notice is given of cancellation, then the full fee is payable
- There will be no refund or credit given to students who do not advise of their non- attendance
- In special circumstances we will review the above terms.

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.

We can adjust our courses to:

- Allow support persons such as signers and interpreters to assist in a course
- Ensure that our training is delivered at a reasonable pace for all learners
- Explain terminology with practical examples
- Use a variety of teaching methods
- Assessment will be both written and practical
- Multiple choice exam can be verbal

Student Support Services

All our courses are short courses, so we do not have extensive support services for our students.

If students are having difficulties in completing their course our trainers can provide the following types of learner support assistance:

- Explanations of parts of the learning that have not been understood
- Extra time on practicals and assessments
- Repeat of course
- Repeat assessment after further training

We do not offer guidance or welfare advice given the length of our courses and our expertise, but we will make every attempt to refer the student to the relevant agency or expert.

Occupational Health and Safety

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

- The occupational health and safety legislation as it relates to their educational environments
- Principles and practice of effective OHS management
- Common hazards in educational environments
- OHS management systems, policies and procedures for reporting to AFAC management

Student Attendance and Behaviour

As all our courses are short courses attendance is compulsory to complete a course.

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

- No aggressive physical contact or verbal abuse between any persons
- Show respect towards fellow students
- Smoking is not permitted in our training venues
- No alcohol is permitted in our training venues
- Intoxicated person/s will be asked to leave
- Clothing should be appropriate for the course being undertaken and some venues have dress codes.
- Mobile phones to be turned off during course.

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 may be assessed by one or more of the following methods:

- Observation
- Oral questioning
- Scenario/role play
- Short written answers
- Multiple choice questions

All students, on commencement of a course, will be advised of our training and assessment strategy for the course.

Training Evaluation

Accredited First Aid Courses is committed to providing a quality service with a focus on continuous improvement.

We value feedback, whether suggestions for improvements, complaints or a compliment on the training provided from students, staff and trainers and our business clients.

Feedback can be provided by:

- Student evaluation forms
- Phone
- Email
- Via our trainers

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

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning and Credit Transfer is not applicable as we only run short courses.

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).

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 / 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 Student Administration 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 is to be entered into the 'Complaints and Appeals Register' which is monitored by the Director regularly. The information to be contained and updated within the register is 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 make a decision 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 make a decision 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

Postal Address: 150 High Street, Doncaster VIC

3108

Phone: 03 9850 6699 / 03 9850 6665

Fax: 03 9850 6644

Email:

info@accreditedfirstaidcourses.com.au

Website:

www.accreditedfirstaidcourses.com.a

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