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**First Aid Accident & Emergency**

**Participant Handbook**

# Contents

WELCOME TO FIRST AID ACCIDENT & EMERGENCY .....	3
About First Aid Accident & Emergency .....	3
Expectations of Participants .....	4
Our Service Commitment .....	4
Enrolment Information .....	5
Fees and Payment Methods .....	5
Refund and Cancellation Policy.....	6
Individual Needs and Support .....	12
Complaints & Appeals .....	14
Credit Transfer .....	15
Recognition of Prior Learning (RPL) .....	16
Competency Based Training & Assessment .....	16
Statement of Attainment .....	17
Access to Participant Records .....	17
Release of Contact Details and Information .....	17
Course Evaluation.....	18
Access & Equity Policy .....	18
Relevant legislation – to be complied with .....	19

# WELCOME TO FIRST AID ACCIDENT & EMERGENCY

Welcome to First Aid Accident & Emergency (FAAE). This information has been compiled to ensure you are fully informed about your training with us. Please read carefully and if you have any queries or concerns please contact the team on 07 55205068. We trust that you will enjoy your training through FAAE and we thank you for choosing us as your preferred training organisation.

## About First Aid Accident & Emergency

First Aid Accident & Emergency is a registered training organisation.

National provider number #32508

“Our mission is to educate and empower people in a fun and professional environment, teaching ordinary people how to apply first aid in the extra ordinary situations”.

We are a locally owned and managed RTO and consult with industry on a regular basis. Our team has been put together with one thing in mind, YOU the student. Our promise to you is to deliver the most up to date first aid training in a friendly, fun and professional manner. We know that when training is delivered by passionate individuals, students have the opportunity to achieve their potential. The result is competent and confident first aiders that respond to real life situations.

## Expectations of Participants

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all participants. Failure to do so may result in cancellation of your enrolment.

- Comply with occupational health and safety regulations at all times
- Inform FAAE of any issues or concerns you may have prior to enrolment, this may include numeracy and literacy, special needs, medical conditions, disabilities or injuries that may affect your performance
- Wear comfortable appropriate clothing suitable for the practical requirements of the course
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- Ensure that behaviour is of a level acceptable to the training environment at all times
- Complete training and assessment activities within agreed timeframes
- Provide appropriate and accurate personal details
- Communicate any difficulties with completion of activities or assessment with your Trainer
- Inform FAAE immediately should you be unable to attend due to illness or other reasons

## Our Service Commitment

At FAAE we are committed to providing high quality training and excellence in customer service to all our clients.

- We are committed to returning your calls and emails but we ask that you allow us 24 hours to respond (48 hours for public holidays or weekends).
- Treat all personal records of clients with the strictest confidentiality according to Privacy Legislation.
- You will receive feedback on the same day as you complete your assessment activities
- Statements of Attainment are issued within 10 working days of successful completion of the face to face training and written assessment.

## Enrolment Information

Enrolment can be done either over the phone with an FAAE team member or online by completing the 'Book Now' form on our website. You will receive confirmation of your booking by email providing you with all the information you require for your training.

## Fees and Payment Methods

For general bookings payment is required in full at time of booking unless otherwise agreed upon. Payment can be made by either Credit Card (MasterCard/Visa) or Direct Debit (Note that funds MUST be received at least 48 hours before the class date). For payment by cash please contact the office on 07 55205068.

Direct debit:

ANZ BSB: 014-544

A/C: 1807 73819

A/C Name: First Aid Accident & Emergency Pty Ltd

For approved corporate clients an invoice can be issued. Please contact our Administration Manager to discuss on 07 55205 068 or [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au)

Discounts are available on certain course types for concession/student card holders.

Minimum onsite fees/numbers apply for in-house training.

Course fees include all training material.

# Refund and Cancellation Policy

## Objective

To provide a transparent and fair cancellation and refund policy for learners and clients that complies with Clause 5.3 of Standard 5 of the Standards for Registered Training Organisations (RTOs).

## Policy

First Aid Accident & Emergency (FAAE) respects each learner's consumer rights. This policy ensures that all learners are treated fairly and are provided with the Cancellation and Refund Policy prior to the commencement of training.

The Cancellation and Refund Policy is available publicly within our course terms and conditions on our website. [www.firstaidae.com.au](http://www.firstaidae.com.au)

FAAE reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. In the event this was to occur, a learner can choose to have their course fee fully refunded or rescheduled to a new training date without penalty.

## Policy Details for Public Courses and Online Enrolments

### Payment of Course Fees

- Course fees are payable at the time of booking by Credit Card (Visa or MasterCard), EFTPOS or Cash unless otherwise negotiated.
- Payment will be considered received once funds have cleared FAAE's bank account.
- A Statement of Attainment will not be issued until full payment has been received.

### Cancellation & Refunds

- **All** refunds will incur an Administration Fee regardless of time given. *(See Table of Fees)*

- Where a learner provides a minimum of 48 hours notice prior to the commencement of training advising they wish to cancel from a booked course, a refund less an Administration Fee will be payable to the payee.

#### Refunds will not be issued when:

- A learner cancels their training within 48 hours of the commencement of training.
- A learner changes their course type within 48 hours of the commencement of training. The balance of course fees (if applicable) are payable at the time of amendment.
- A learner does not attend a booked course (no-shows).
- A learner does not complete the course once they have commenced. This includes the online learning and assessment component of express courses.
- A learner has commenced/completed and or failed the pre-course online assessment in preparation of face-to-face training.
- A learner simply changes their mind within 48 hours of the commencement of training.

All refund requests must be submitted in writing to [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au) or mail Po Box 554, MIAMI QLD 4220. Approved refunds less any applicable fees will be processed within 14 days from the time the learner provided written notice to cancel their enrolment.

#### Transferring to an alternative course date

- No additional fees will be incurred if a learner transfers to an alternative date a minimum of 24 hours prior to the commencement of the face-to-face training.
- A Reschedule Fee will be incurred if a learner transfers to an alternative date within 24 hours of the face-to-face training. The reschedule fee is due upon booking a new date.
- Bookings and payments placed on hold will only be held for a 6-month period from the notification date. After 6 months the learner's course fee will be forfeited. Course fees will be re-booked at the current advertised course rate. Additional fees may apply as course fees are subject to change.

## Late Arrival & No-Show

- No refund will be given for a non-attendance or late arrival to a booked course and 100% of course fees will be forfeited. Full course fees are payable should a learner wish to re-book.

## Early Departure

- No refund is available if a participant leaves prior to completing the course/unit of competency. However, if a participant wishes to finalise incomplete units of competency at a future course, the original fee can be used as a credit towards that course plus a Reschedule Fee. This offer is available within a 4-week period from the initial training date.



## Policy Details for In-House Training

In-House training is quoted based on number of participants, location and course type. A minimum onsite fee applies to all in-house training.

### Payment of Fees

- An invoice will be issued based on the final number of participants.
- Should the final number of participants fall short of the minimum in-house requirement the minimum in-house fee will be apply.
- Fees apply to a participant who does not complete the course once they have commenced. This includes the online learning and assessment component of express courses.
- Payment is strictly due on receipt of invoice unless otherwise authorised.
- Payment will be considered received once funds have cleared FAAE's bank account. Statement of Attainments are issued on receipt of payment.
- Settlement of invoice can be made by internet transfer (details will be provided on invoice) or credit card (MasterCard and Visa Card).

### Cancellation & Refunds

- No fees apply to course amendments or course cancellations made 5 days before the commencement of training and/or online assessment, whichever comes first. Notification to be provided by email or phone call.
- Cancellations where less than 5 days' notice is provided will incur a cancellation fee equal to 50% of the minimum onsite requirement.
- Fees apply for a learner/s who have commenced/completed and or failed the pre-course online assessment in preparation of face-to-face training.

## Reschedule of Training Date

- No fees apply to amendments or cancellations made outside of 5 days from the training date. Notification to be provided by email or phone call.
- Minimum course fees still apply to in-house training.

## Late Arrivals & No Shows

- Learners who arrive late to training will not be accepted into the session and will be required to rebook. If re-booking to attend a public course the relevant public course fee applies.
- Full course fees are payable should a learner no-show and wish to re-book. If re-booking to attend a public course the relevant public course fee applies.
- Minimum course fees still apply to in-house training.

## Table of Fees

Administration Fee	\$11.00 including GST
Reschedule of Training Fee	\$22.00 including GST
In-House Cancellation Fee	50% of minimum onsite fee
In-House Pre-Course Online Assessment Fee	50% of the quoted per person onsite fee

## Definitions

**Booking/booked** refers to a paid and/or confirmed enrolment into a training course.

**A paid booking** constitutes confirmation and acceptance of ALL First Aid Accident & Emergency's Terms and Conditions.

**Commencement of Training** refers to the date a student begins the training program and/or online assessment, whichever comes first.

**Express** Course is a blended learning option which combines pre-course online learning and assessment with a short face-to-face session. A learner who has started the pre-course online learning is

considered to have commenced training.

**Fee** an amount payable to the RTO by the participant/client for training and assessment services.

**In-House** refers to group training held at a workplace, community group whereby training is paid by one invoice.

**Learner** is a person who is enrolled into training and assessment. Also referred to as a student or participant.

**No-Show** is non-attendance or failure to attend a booked course.

**On hold** is when a learner wishes to reschedule/post pone their training but are unable to confirm a date at the time of rescheduling.

**Refund** is the amount payable by the RTO to the participant/client in line with this policy.

## Individual Needs and Support *(Language, literacy & Numeracy LLN)*

FAAE is dedicated to identifying and addressing the needs of individuals participating in training and assessment. Individual needs may be identified during a conversation prior to enrolment, via notification through email, via the website on the enrolment form, or during the training.

For support services needs identified prior to the training, the administration team are to establish and advise the trainer to ensure appropriate strategies are put in place during training. In the event that the participant doesn't identify support assistance required, all FAAE Trainers are to identify barriers that may affect participation in training. Should the participant require assistance that is not immediately available, they are advised of the support that can be provided and they will be booked into another session at an additional cost. In most instances trainers are able to identify and respond accordingly to individual needs during the session.

LLN skills required for participation in training offered by FAAE:

### Numeracy

- Ability to count to 30
- Calculate basic ratios
- Ability to tell the time and use a timer

### Literacy and language skills

- Ability to complete an incident report or be able to communicate the required information to complete an incident report

### Language skills

- Ability to understand verbal communication including instructions and questions
- Ability to communicate with others, provide instructions and information

The following are examples of strategies implemented to meet the needs of individuals.

Individual need	Possible support
Numeracy	Additional support to developed required numeracy skills Additional time to complete activities
Language (such as ESL)	Oral assessment Interpreter to attend with participant (no fee charged to the interpreter, participant to cover cost of interpreter) Additional time to complete activities Use of training strategies that combine written notes, power point display, verbal instruction and practical demonstration
Visual impairment	Move to front of class Use of verbal instruction and provision of notes and power point in printed notes or electronically in large print Oral assessment
Hearing impairment	Move to front of class, close to trainer Interpreter to attend with participant (no fee charged to the interpreter, participant to cover cost of interpreter)
Pregnancy	Adjustments such as not using the person in role play activities as the victim Adjustments to practical assessment that don't reduce the validity of the assessment but reduce unnecessary physical activity
Temporary and permanent disabilities	Adjustments to training and assessment activities will be made to artificial barriers to participation. Such adjustments may include oral assessment, a support person or changes to the activities.

## Complaints & Appeals

FAAE is dedicated to providing a high standard of service. Should a participant have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following process:

### Appeals

**Step 1:** Participants who are appealing an assessment outcome and/or the assessment process should discuss their issue with the trainer/assessor involved.

(This step must commence within ten (10) working days of the assessment outcome being advised).

**Step 2:** If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the Managing Director.

(This should occur within 5 working days of Step 1)

**Step 3:** The assessment is to be reviewed by a different assessor and the results of the review summarised on the Assessment Appeals Form. You will be advised of the appeals outcome within 10 working days.

(This should occur within 10 working days of Step 2)

**Step 4:** If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the Administration Manager. The Administration Manager will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The Administration Manager will review all information and if necessary, convenes a review panel to thoroughly examine the appeal. You will be advised of the outcome within 10 working days.

**Step 5:** If you are still not satisfied with the outcome of this procedure then you will be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at <http://www.asqa.gov.au/complaints/making-a-complaint.html>

(This step should occur within five (5) working days of Step 4)

## Complaints

**First instance:** Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the Administration Manager.

**Second instance:** If the issued is not resolved the participant is encouraged to either speak to or contact in writing the Managing Director

**Third instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board) or other relevant personal.

Outcomes of complaints will be provided to the candidate in writing within 15 working days of the decision.

## Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units. Three major factors need to be considered.

1. How current the qualification is,
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- The original statement of attainment and/or certificate for your Trainer to sight
- A copy of the statement of attainment and/or certificate
- Or a certified copy of your qualification/Statement of attainment signed by a justice of peace

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for recognition of prior learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your trainer.

## Competency Based Training & Assessment

Participants enrolled in training which will lead to either a statement of attainment or certificate are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge.

Assessments undertaken include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

Participants will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the participant is deemed competent or not competent.



## Statement of Attainment

On successful completion of the required units the participant will be issued with a Statement of Attainment within 10 working days of completion. The nationally recognised Statement of Attainment will be issued in the form of a wallet size card. Should a participant prefer an A4 paper Statement of Attainment to be issued an additional fee of \$10 (including GST) would apply.

## Re-issue of Statements of Attainment

In the event of a lost or damaged Statement of Attainment a replacement can be re-issued. A re-issue fee of \$10 (including GST) will apply. Requests for a re-issue of a Statement of Attainment must be made in writing to the Director at [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au) stating the participants full name, course name, location and date. Expired qualifications will not be re-issued.

## Access to Participant Records

Participants may wish to access their records to check on work completed, progress or for other reasons. Other parties will not be permitted to access participant files without written consent from the participant. To arrange access to your file you are required to request access in writing via email to [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au). You will receive a reply email advising you that the request has been received and times and days that you can choose from to access your file.

## Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, the registering body conduct regular audits. The audit process involves a review of a training organisations policies, procedures, record keeping and practices. On occasion ASQA may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service, which meets the needs of clients and industry.

Upon request FAAE are required to supply the following information to the registering body:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the registering body may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.

## Course Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. FAAE also encourage all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

## Access & Equity Policy

Based on the Access and Equity Policy for the Vocational Education and Training System FAAE will provide training that:

- Is equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate quality vocational education and training programs and services
- Provide support services which enhance achievement of positive outcomes

## Relevant legislation – to be complied with

### **Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

### **Industrial Relations Act 1996**

The principal objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <http://www.legislation.nsw.gov.au/viewtop/inforce/act+17+1996+FIRST+0+N/>

### **Privacy Act 1988**

The Privacy Act makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit the <http://www.privacy.gov.au>.

### **Copyright Act 1968**

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to [www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

**National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

**Anti-Discrimination Act 1977**

The Anti-Discrimination Act 1977 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by the RTO, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

**Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

**Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

**Commission for Children and Young People and Child Guardian Act 1998**

The object of the Commission for Children and Young People and Child Guardian Act 1998 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland. For more information: <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+146+1998+cd+0+N>

For further information regarding the above legislation or to search for other legislation, visit the Office of the Queensland Parliamentary Counsel (OQPC).