



First Aid Accident & Emergency

# Student Handbook



**07 5520 5068**

e: [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au)

**RTO: 32508**



**firstaidae.com.au**

337 Christine Avenue | Varsity Lakes | Qld 4220

# Contents

WELCOME TO FIRST AID ACCIDENT & EMERGENCY .....	3
About First Aid Accident & Emergency .....	3
Provider Details .....	3
Expectations of Participants .....	4
Our Service Commitment .....	4
Student Information .....	5
USI - Unique Student Identifier.....	5
Fees and Payment Methods .....	6
Refund and Cancellation Policy .....	6
Student Support Services .....	10
Physical Requirements .....	10
Language, Literacy, Numeracy & Digital Literacy (LLND).....	11
Dependants/Children .....	13
Training for Students Aged 14–17 .....	13
Feedback & Complaints .....	14
Appeals .....	15
Credit Transfer .....	16
Recognition of Prior Learning (RPL) .....	17
Competency Based Training & Assessment.....	17
Statement of Attainment.....	18
Access to Participant Records.....	18
Release of Contact Details and Information .....	19
Course Evaluation .....	19
Access & Equity Policy .....	19
Relevant legislation – to be complied with .....	20

## WELCOME TO FIRST AID ACCIDENT & EMERGENCY

Welcome to First Aid Accident & Emergency (FAAE). We're excited to have you on board! This guide has everything you need to know to get the most out of your training experience with us. Have a read through, and if anything's unclear or you need a hand, our friendly team is just a call or email away:



07 5520 5068



admin@firstaidae.com.au

Thanks for choosing FAAE – we're thrilled to be part of your learning journey and can't wait to get started!

*We acknowledge the Traditional Custodians of the land on which we live, learn and work, and recognise their continuing connection to the land, water and community. We pay respect to Elders past, present and emerging.*

## About First Aid Accident & Emergency

First Aid Accident & Emergency was established in 2007 in response to a need for fun and innovative first aid training. FAAE are a Gold Coast owned and managed Registered Training Organisation. Our team has been put together with one thing in mind, YOU the student. Our promise to you is to deliver current, industry relevant first aid training in a way that's friendly, professional, and yes – actually enjoyable! We believe that when training is delivered by passionate individuals, students have the opportunity to achieve their potential. The result is competent and confident first aiders capable of responding to real life emergencies.

*"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".*

## Provider Details

Name of RTO: First Aid Accident & Emergency Pty Ltd as Trustee for the Wimpey Family Trust

RTO Number: 32508

Phone Number: 07 5520 5068

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

Scope of Registration: as listed on [training.gov.au](http://training.gov.au)

ABN: 47 872 245 296

## Expectations of Participants

To keep things running smoothly and ensure everyone gets the most out of their time with us, here are a few simple expectations we ask all students to follow. These help create a safe, respectful and productive learning environment. By enrolling in a course with FAAE, you're agreeing to the following:

- Follow all health and safety guidelines – your wellbeing (and that of others) is our top priority
- Let us know upfront if you need support - whether it's help with reading or writing, a medical condition, injury, or anything else that may affect your learning experience.
- Dress comfortably and appropriately – you'll be participating in practical activities, so make sure your clothing suits the task.
- Respect everyone – we follow anti-discrimination laws and foster an inclusive space for all. That means zero tolerance for racism, bullying or discrimination of any kind.
- Maintain professional and respectful behaviour – we're all here to learn, so let's keep the vibe positive and focused
- Stay on track with your training and assessments – aim to complete everything within the agreed timeframes
- Provide accurate personal details – accuracy matters, especially for certificates and communications
- Speak up if you need support – if something's not clicking or you're having any difficulties chat with your trainer or our admin team. We're here to help!
- Inform FAAE immediately should you be unable to attend due to illness or other reasons

## Our Service Commitment

At FAAE we are dedicated to delivering high quality training and outstanding customer service to all our clients.

- We aim to respond to all phone calls and emails with 24 hours (please allow up to 48 hours over weekends and public holidays).
- Your privacy matters - all personal records are handled with the strictest confidentiality in line with current privacy Legislation.
- You'll receive same-day feedback on your assessment activities wherever possible

# Student Information

## Courses

FAAE specialises in the delivery of nationally recognised First Aid and CPR training, in line with our scope of registration. Our courses are designed to equip individuals, workplaces, and communities with the skills and confidence to respond in emergency situations.

A full overview of our courses - including course descriptions, locations, session availability, delivery formats, assessment requirements, eligibility criteria, and more—is available on our website: [www.firstaidae.com.au](http://www.firstaidae.com.au)

We offer a range of flexible training options to suit individual and workplace needs, including face-to-face, blended, and onsite group training.

## Enrolment

Enrolling in one of our nationally recognised courses is quick and easy! You can book your course online via our website course calendar or by calling our team directly. Once your booking is confirmed, you'll receive a confirmation email with all the details you need.

If you need help choosing the right course or have questions during the enrolment process, our friendly team is here to help.

## USI - Unique Student Identifier



A Unique Student Identifier (USI) is your personal education number that stays with you for life. It's used to keep a secure online record of your nationally recognised training in Australia.

Your USI:

- Is made up of 10 letters and numbers
- Is required for all nationally recognised training
- Allows you to access a transcript of your completed VET Courses

It is compulsory to have a USI before starting your training. To create or find your USI visit [www.usi.gov.au](http://www.usi.gov.au).

Once you have your USI, please provide it to FAAE before training by emailing [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au) or calling us on 07 5520 5068.

**Please note:** A Statement of Attainment cannot be issued without a verified USI. Additionally, your training will not appear on any authenticated VET transcript prepared by the Registrar.

## Fees and Payment Methods

Course fees are due and payable at the time of booking to secure your place unless alternative arrangements have been made. A Statement of Attainment will not be issued until full payment has been received.

We accept the following payment methods:

- Credit/Debit Card – Via, MasterCard and Amex
- Bank Transfer – Payment must be received at least 48 hours prior to your course and are considered paid once funds have cleared FAAE's bank account.
- EFTPOS and Cash – Please contact our office on 07 5520 5068 to arrange

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).

Concession or student discounts may be available for eligible course types. Discounts cannot be used in conjunction with any other offer or promotion.

For onsite group training, minimum fees and participant numbers apply.

All course fees include tuition, training materials and resources.

## Refund and Cancellation 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 Refund and Cancellation Policy is available publicly within our course terms and conditions of our website. 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.

### Cancellation & Refunds relating to Public Courses and Online Enrolments

- **All** refunds incur an Administration Fee, regardless of the amount of notice given. (*refer to our Table of Fees*)
- If a learner cancels their enrolment at least 48 hours prior to the course start time, a refund (minus the administration fee) will be issued to the original payee.

#### Refunds will not be issued if:

- A student cancels their training within 48 hours of the course start time.
- A student changes their course type within 48 hours of the course start time. Any course fee difference (if applicable) is payable at the time of change.
- A student fails to attend a booked course (no-show).
- A student does not complete the course once they have commenced. This includes both the face to face and online components (e.g. pre-course assessments for express courses).

- A student has started, completed, or failed the pre-course online assessment portion of the course in preparation of face-to-face training.
- A student simply changes their mind within 48 hours of the commencement of training.
- A student finds a similar course at a lower price after enrolling and making payment. Promotional offers, discounts, or competitor pricing are not grounds for a refund once payment has been made.

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.

## 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

## Transferring to an alternative course date

- Students can transfer to another date as no extra cost if notice is given at least 24 hours before the start of the face-to-face training.
- If the transfer request is made within 24 hours of the scheduled course, a Reschedule Fee will apply. This fee is payable when booking the new date.
- Bookings and payments placed on hold will be valid for 6 months from the date of notification. After this period, the course fee will be forfeited, and a new booking will be required at the current advertised rate. Additional fees may apply if course prices have changed.
- Students who have completed pre-course online assessments must attend face-to-face training within 8 weeks of completing the online component. Failure to complete training within this time frame will require a student to complete the relevant pre-course online assessment again.

## Late Arrival & No-Show

- Students who arrive late or do not attend their booked course (no-show) will forfeit 100% of the course fee. Full course fees are payable should a student wish to re-book.

## Early Departure

- No refund will be provided if a student leaves before completing the course or unit of competency. However, if a student wishes to complete the unfinished unit(s) at a future course, the original fee can be credited towards the new booking, plus a Reschedule Fee. This option is available for up to 4 weeks from the original training date.

## In-House Training Policy

In-House training is quoted based on the number of participants, training 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.
- If the final participant count is below the minimum requirement, the minimum onsite fee will apply.
- Fees apply for any participant who does not complete the course after commencing, including those who commence but do not finish the online learning and assessment for express courses.
- Payment is strictly due upon receipt of invoice, unless otherwise approved.
- Payment will be considered received once funds have cleared FAAE's bank account. Statements of Attainment will only be issued once payment is received in full.
- Payment can be made via internet transfer (details provided on invoice) or credit card (MasterCard, Visa and Amex accepted).

### Cancellation & Refunds

- No fees apply for course cancellations or changes made 5 days before the scheduled training or online assessment start date (whichever comes first). Notification must be made via email or phone.
- Course cancellations made less than 5 days before the scheduled training will incur an in-house cancellation fee equal to 50% of the minimum onsite fee.
- Fees apply for learners who have commenced, completed, or failed the pre-course online assessment and withdrawn from the face-to-face training.
- Fees apply for learners who have commenced, completed, failed or withdrawn from the face-to-face training.

### Reschedule of Training

- A learner who is unable to attend the scheduled in-house training can reschedule to attend a public course. The relevant public course fee is applicable. Notification must be made via email or phone.
- The minimum in-house course fees still applies



## 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. If re-booking to attend a public course the relevant public course fee applies.
- Minimum course fees still apply to in-house training.

## 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. Also referred to as On-site training.

**Student** is a person who is enrolled into training and assessment. Also referred to as a learner 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.

## Student Support Services

Support service needs maybe identified during a conversation prior to enrolment, via notification through email, via the website on the booking form, or during training.

For support service needs identified prior to training, the administration team are to establish what adjustments need to be made and arrange for the appropriate strategies to be available during the training with the trainer and assessor. All personal and sensitive information disclosed in relation to student support and wellbeing is handled in accordance with FAAE's Privacy Policy.

The following support services are available to all students:

### Pre-Enrolment Support

- Information about course entry requirements including, expectations, physical requirements and available support, is provided prior to enrolment through our website or by contacting our administration team.
- Our administration team is available to help students access the online learning portal and related resources

### Training & Assessment Support

- If support assistance is not identified at time booking, FAAE trainers are to identify and make reasonable adjustments for the student during training.
- Trainer support during and after sessions where clarification is needed
- Access to additional learning resources if required
- Language, Literacy, Numeracy and Digital Literacy (LLND) needs are considered during enrolment and adjusted for delivery
- Trainers may offer additional guidance or refer learners to external LLN services where appropriate
- Learners with a disability or specific learning difficulty may request adjustments (e.g., flexible assessment formats, physical access, or extra time)
- Adjustments will be made in consultation with the student, in line with national training package requirements

## Physical Requirements

The HLTAID competency standards require participants to demonstrate a level of physical ability necessary to provide effective first aid in real-life emergency situations, where timely response can be critical.

As part of the assessment, students must be able to:

- Perform 2 minutes of uninterrupted CPR on an adult manikin placed on the floor
- Perform 2 minutes of uninterrupted CPR on an infant manikin placed on a firm surface
- Place an unconscious breathing person into the recovery position
- Actively participate in first aid and medical emergency role-play scenarios

Due to the potential risks involved when a designated first aider or duty-of-care worker cannot perform first aid or resuscitation to the required standard, a Statement of Attainment cannot be issued to students who are physically unable to meet these assessment requirements.

Please note that FAAE is unable to adjust or modify these practical requirements, even if the qualification is a condition of your employment.

If you believe you may be unable to meet the physical components of the training, please contact our office prior to your course to discuss your available options.

## Language, Literacy, Numeracy & Digital Literacy (LLND)

The following skills are required to successfully complete training delivered 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
- Ability to understand verbal communication including instructions and questions
- Ability to communicate with others, provide instructions and information

### Digital Skills

- Accessing and reading emails
- Clicking on and following secure links
- Opening and navigating a web browser e.g. Chrome, Safari
- Logging into and navigating an online learning system. e.g. aXcelerate Learner Portal
- Playing instructional videos and navigating online resources
- Completing multiple choice quizzes and short answer questions

## Reasonable Adjustments

Reasonable adjustments can be done in a variety of ways including but not limited to; oral, written, verbal and practical skills demonstration. Every student must be given reasonable opportunity to demonstrate competency. If it is identified that a participant requires adjustments that is not immediately available to them after the CPR component e.g. interpreter, additional pre-learning, they are advised of the adjustments and support that can be provided and booked into another session at no extra cost. In most instances trainers are able to identify and respond accordingly to individual needs during the session.

FAAE trainers and administration team are responsible for recording any aspect of actions taken to provide all possible reasonable adjustments.

The following are examples of available support and reasonable adjustments:

Individual need	Possible support/adjustments
Numeracy	<ul style="list-style-type: none"> <li>• Additional time to complete activities</li> <li>• One on one time with trainer before or after course</li> </ul>
Language (such as ESL)	<ul style="list-style-type: none"> <li>• Oral assessment</li> <li>• An interpreter may attend with the participant. No fee will be charged for the interpreter; however, the participant is responsible for organising the interpreter and covering any associated costs.</li> <li>• Additional time to complete activities</li> <li>• Use of training strategies that combine written notes, power point display, verbal instruction and practical demonstration</li> </ul>
Visual impairment	<ul style="list-style-type: none"> <li>• Move to front of class</li> <li>• Use of verbal instruction and provision of notes and power point in printed notes or electronically in large print</li> <li>• Oral assessment</li> </ul>
Hearing impairment	<ul style="list-style-type: none"> <li>• Move to front of class, close to trainer</li> </ul>

	<ul style="list-style-type: none"> <li>An interpreter may attend with the participant. No fee will be charged for the interpreter; however, the participant is responsible for organising the interpreter and covering any associated costs.</li> </ul>
Pregnancy	<ul style="list-style-type: none"> <li>Adjustments such as not using the person in role play activities as the victim</li> <li>Adjustments to practical assessment that don't reduce the validity of the assessment but reduce unnecessary physical activity</li> </ul>
Temporary and permanent disabilities	<ul style="list-style-type: none"> <li>Adjustments to training and assessment activities such as oral assessment, the presence of a support person or modifications to tasks</li> </ul>
Digital Literacy	<ul style="list-style-type: none"> <li>Technical support is available through our administration team for students experiencing difficulties with logging in or submitting assessments.</li> <li>Students may opt for the standard face-to-face training course as an alternative to the blended delivery mode</li> </ul>

### Personal and Wellbeing Support






At FFAE, we value the wellbeing of our students and are committed to providing a supportive, inclusive, and respectful learning environment. If you're feeling overwhelmed or simply need someone to talk to, support is always available.

### Our Commitment to Your Wellbeing

- Friendly and approachable trainers and staff are available to discuss any concerns confidentially.
- We promote a safe, inclusive, and respectful learning space where equity and diversity are supported.

### External Support Services

The following services are available 24/7 and are free and confidential:

	13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	Lifeline Crisis Supports help people who are feeling overwhelmed or having difficulty coping or staying safe. Confidential 24/7 one-to-one support with a trained Lifeline telephone crisis supporter.
	1300 22 4636 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	Beyond Blue focuses on improving the mental health of all Australians and make it easier for people to feel better earlier, get well and stay well. Confidential qualified support available 24/7
	1800 55 1800 <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>	Kids Helpline is Australia's only provide free support and counselling to people aged 5-25. Offering confidential and private counselling, mental health and wellbeing information and referrals.
	13 HEATH (13 43 25 84)	Talk to a registered nurse 24 hours a day. 13HEATH will talk to you about your symptoms and help you find the right care.
	<a href="http://www.13yarn.org.au">www.13yarn.org.au</a> 13 92 76	<b>13YARN</b> is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. 13YARN offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week.

## Dependants/Children

Please note that First Aid Accident & Emergency is unable to accommodate babies or young children in our training sessions. We appreciate your understanding, as this helps maintain a safe and focused learning environment for all participants.

We do offer flexible training options, including the ability to split your one-day course over two days. To discuss what arrangements may work best for you, please contact our administration team on 07 5520 5268.

## Training for Students Aged 14–17

Students aged 14 years and older are eligible to participate in Nationally Recognised Training courses.

As part of our duty of care, students aged 14 to under 18 must have a consent form completed and signed by a parent or legal guardian prior to attending any training with FAAE. The Under 18 consent Form is available on our website: <https://firstaidae.com.au/policies-and-forms/>

Please note that due to the nature of first aid training, some course content may include:

- Images or video demonstrations that are medically graphic,
- Discussion of real-life emergency situations involving serious injury or death,
- Participation in simulated scenarios that may be confronting for some individuals.

All students are expected to engage in practical exercises, including role-plays and group activities to meet course requirements. We encourage parents/guardians to consider the course content and ensure the student feels comfortable participating in this type of learning environment.

Please contact us if you have any questions or need assistance with these arrangements.

## Feedback & Complaints

FAAE values staff and student feedback as an essential part of continuous improvement. We are committed to providing a learning and work environment that is respectful, supportive, and responsive. Everyone has the right to provide feedback, raise concerns, or lodge complaints without fear of disadvantage.

### Feedback

**Definition:** Feedback is any comment—positive or constructive—that helps us improve our training, services, or facilities. It can be about what you liked, what worked well, or suggestions for improvement. Feedback is welcomed at any time and helps us understand your experience.

**How to provide feedback:** We encourage people to share feedback at any time via:

- Phone: 07 5520 5068
- Directly to trainers or staff
- In course feedback form
- Post-course evaluation survey
- Complete a contact form via our website: <https://firstaidae.com.au/contact/>

All feedback is reviewed by management as part of our continuous improvement process.

### Complaints

**Definition:** A complaint is a formal expression of dissatisfaction with any aspect of the RTO's services, staff, other learners, processes, or facilities, including perceived unfair treatment, harassment, or administrative issues.

**How to make a complaint:** To make a complaint a person can:

- Phone: 07 5520 5068
- Verbal feedback to trainers and staff
- In course feedback form
- Post-course evaluation survey
- Complete a contact form via our website: <https://firstaidae.com.au/contact/>

#### Step 1: Informal Resolution

- Where appropriate, students or clients are encouraged to first raise concerns directly with the person involved or a relevant staff member.
- Staff will make every effort to resolve concerns promptly and informally.

#### Step 2: Formal Complaint Submission

If the issue is unresolved or the complainant prefers a formal process:

- Submit a written complaint via email to: [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au)
- Complaints must include relevant details (what happened, when, who was involved, desired outcome).

FAAE will:

- Acknowledge receipt of the complaint within 3 business days.
- Assign a senior staff member to review and investigate the matter impartially and fairly.
- Provide a written response outlining the outcome within 15 business days or advise if more time is needed

Step 3: Internal Review (if not resolved)

- A request for a review can be made in writing within 10 business days
- A senior staff member not involved in the original decision will review the matter
- A final internal response will be provided in writing

Step 4: External Appeal

If the issue remains unresolved after internal review, the complainant may refer the matter to an independent external body, such as:

- National Training Complaints Hotline – 13 38 73
- Australian Skills Quality Authority (ASQA) – [www.asqa.gov.au](http://www.asqa.gov.au)

Record Keeping and Confidentiality

- All complaints will be handled confidentially and in accordance with the RTO's privacy policy.
- Records will be securely maintained for at least 5 years and made available to ASQA if requested.

No Disadvantage

- Students or clients will not be victimised, discriminated against, or penalised for making a complaint.

Continuous Improvement

- All feedback and complaints are analysed to identify trends and areas for improvement.
- The RTO's quality assurance system is updated as needed to reflect outcomes from complaints handling.

## Appeals

FAAE is committed to ensuring that all students and clients have access to a fair, transparent, and timely process to appeal decisions that affect their training, assessment, enrolment, or participation. We recognise the right of individuals to question or request a formal review of decisions made by the RTO that they believe are incorrect, unfair, or unreasonable. No student or client will be disadvantaged for lodging an appeal, and outcomes will be used to improve our practices and processes.

### What is an Appeal?

Appeals are the expression of the dissatisfaction of an assessment result. Appeals may arise when an individual believes a decision was made in error, without full consideration of relevant information, or in a way that was procedurally unfair.

Step 1 – Informal Resolution (optional but encouraged)

Where appropriate, individuals are encouraged to discuss the matter informally with the staff member, trainer, or assessor involved. In many cases, concerns can be resolved quickly and without the need for formal escalation.

### Step 2 – Lodging a Formal Appeal

If the issue cannot be resolved informally, a formal appeal may be lodged by completing an Appeals Form (available from FAAE staff or our website)

### Step 3 – Internal Review

The assessment is to be reviewed by a different assessor and the results of the review summarised on the Assessment Appeals Form. The student is to be advised of the appeals outcome within 10 working days.  
*(This should occur within 10 working days of Step 2)*

### Step 4 – External Appeal

If the appellant is dissatisfied with the internal outcome, they may refer the matter to an independent external body for further review. Options include:

- National Training Complaints Hotline – 13 38 73
- Australian Skills Quality Authority (ASQA) – [www.asqa.gov.au](http://www.asqa.gov.au)
- Independent mediation services, where appropriate

### Step 5 – Student Rights and Support

- Students may be accompanied or supported by a third party (e.g., friend, family member, or advocate) throughout the appeal process.
- Students will not be victimised, disadvantaged, or penalised for lodging an appeal.
- If the appeal relates to an assessment decision, a re-assessment opportunity may be provided where appropriate.

### Step 6 – Confidentiality and Record Management

All appeals will be treated confidentially and managed in line with FAAE's Privacy and Records Management Policy. Records of all appeal-related correspondence, outcomes, and actions taken will be securely stored for a minimum of five (5) years.

Appeal records will be made available to the regulator (ASQA) upon request.

FAAE will encourage all parties to approach an appeal with an open view and attempt to resolve issues through discussion and conciliation. Where resolution cannot be achieved through discussion and conciliation FAAE acknowledge the need for an appropriate external and independent agent to mediate between the parties.

## Credit Transfer

You may be eligible for a credit transfer if you have recently completed training with a Registered Training Organisation (RTO). Credit transfers may be granted for one or more units where equivalency is established.

To determine eligibility, the following key factors are considered:

1. Currency – training must have been completed within the last 8 weeks
2. Mapping – the unit of competency must align with the current course content
3. Recognition – whether the training was delivered by a Registered Training Organisation (RTO).

If you believe you may qualify for a credit transfer, please provide a copy of your Statement of Attainment for verification to [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au). This will allow FAAE to confirm whether a credit transfer can be applied.



## Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a formal process that acknowledges the skills and knowledge gained through previous learning such as:

- Life and work experiences
- Previous education or training
- Employment
- Personal or recreation activities

While RPL is a valuable pathway in many training programs, FAAE courses are short in duration and low in cost. As such, the time and expense involved in applying for RPL are not considered financially beneficial for either the student or FAAE, and RPL is generally not offered.

## 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

A Statement of Attainment is issued when a participant has:

1. Successfully completed all of the required assessments
2. Verification of a valid USI (Unique Student Identifier)
3. Course fees are paid in full

Upon meeting all the above criteria, a participant will be issued with an A4 electronic PDF version of their Statement of Attainment within 10 working days. A participant can access their digital certificate anytime by logging in to the Learner Portal: <https://firstaidae.app.accelerate.com/learner/>

If required, a hard copy Statement of Attainment will be posted. A postage fee of \$11.00 including GST will apply.

## Re-issue of Statements of Attainment

In the event of a lost or damaged Statement of Attainment a replacement can be re-issued. No fee applies for an electronic Statement of Attainment to be emailed. A postage fee of \$11.00 applies if a hard copy of Statement of Attainment is required. Requests for a re-issue of a Statement of Attainment must be made in writing by the student to [admin@firstaidae.com.au](mailto:admin@firstaidae.com.au) stating full name, date of birth, course name and course date. Expired qualifications will not be re-issued.

## Third Party Release Declaration

The Third-Party Release Declaration authorises FAAE to process information in accordance with the student requirements. This declaration is used to provide a copy of a student's Statement of Attainment to an employer or third party on their behalf.

## 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 by 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

Our RTO operates in accordance with a range of legislation and regulatory requirements. Students are encouraged to familiarise themselves with these Acts. These Acts ensure our students and staff are protected and treated fairly. Relevant legislation includes, but is not limited to:

### Standards for RTOS 2025

These standards are a set of requirements that Registered Training Organisations in Australia must meet to deliver nationally recognised training and qualifications. The standards ensure the quality and integrity of vocational education and training (VET) in Australia. Visit: <https://www.asqa.gov.au/rtos/2025-standards-rtos>

### Student Identifiers Act 2014

The Student Identifiers Act 2014 establishes a framework for the Unique Student Identifier (USI) in Australia. The Act ensures that individuals undertaking nationally recognised vocational education and training (VET) receive a unique, lifelong education number that provides access to an online record of their training achievements. Visit: <https://www.legislation.gov.au/C2014A00036/latest/text>

### 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 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. Visit: <https://www.legislation.gov.au/C2011A00137/latest/text>

### 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: <https://www.legislation.gov.au/C2011A00012/latest/text>

### 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). Visit: <https://www.legislation.gov.au/C2004A03712/latest/text>

### Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe marketplace. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services. Visit: <https://consumer.gov.au/>

### Anti-Discrimination Act 1977 (NSW)

The Anti-Discrimination Act 1997 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. Visit: <https://legislation.nsw.gov.au/view/html/inforce/current/act-1977-048>

### Anti-Discrimination Act 1991 (QLD)

The Anti-Discrimination Act 1991 in Queensland aims to protect individuals from unfair discrimination, sexual harassment, vilification, and victimisation in certain areas of activity, including education and training. Visit: <https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

### Disability Standards for Education 2005

The Disability Standards for Education 2005 (the Standards) seek to ensure that students with disability can access and participate in education on the same basis as other students. Visit: <https://www.education.gov.au/swd/resources/fact-sheet-2-disability-standards-education-2005>

### Sex Discrimination Act 1984

The Sex Discrimination Act 1984 is a federal law in Australia that makes it unlawful to discriminate against someone based on their sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy, breastfeeding, or family responsibilities. It also prohibits sexual harassment and aims to promote equality between men and women. Visit: <https://www.legislation.gov.au/C2004A02868/latest/text>

### Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. Visit: <https://www.legislation.gov.au/C1968A00063/latest/text>