



Student Handbook

The First Aid Training Company
RTO 91232

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Table of Contents

| | |
|--|-----------|
| Table of Contents | 2 |
| Business Contact Details | 3 |
| A Message from the Director | 3 |
| Work Health and Safety | 4 |
| Dress Code | 4 |
| Allergies and Health Concerns | 4 |
| Smoking | 4 |
| Enrolment | 4 |
| What is a USI? | 5 |
| Student Resource Requirements | 5 |
| Assessment Process | 5 |
| Training Delivery | 6 |
| Student Support | 6 |
| Getting Help with Your Training | 6 |
| Mutual Recognition | 7 |
| Recognition of Prior Learning (RPL) | 7 |
| Absenteeism | 8 |
| Payment of Fees | 8 |
| Refund Policy | 8 |
| Issue of Qualifications | 8 |
| Privacy | 9 |
| Feedback | 9 |
| Complaints and Appeals | 9 |
| Student Records | 10 |
| Declaration of Understanding | 11 |
| Training Service Guarantee | 11 |

Business Contact Details

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A Message from the Director

Thank you for choosing The First Aid Training Company to assist you in achieving your learning goals. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your course, we have developed this **STUDENT HANDBOOK**. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, instructors and support services to ensure that your learning experience meets and exceeds your expectations.

Please take the time to read this information and understand the range of support services available to you. You may wish to refer to the details in this document during your course as a reference.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with The First Aid Training Company.

Kind Regards

Brendan Ward

Work Health and Safety

The First Aid Training Company undertakes to provide facilities that provide a safe learning environment in accordance with State and Commonwealth legislative and regulatory requirements. Students are reminded to observe safe work practices when completing training activities.

Students are required to report any damage to equipment or personal injury immediately to an instructor.

Dress Code

Students are required to wear comfortable, neat, casual clothing, preferably with a closed toe shoe.

Allergies and Health Concerns

Please inform us of any health or physical conditions, which may impact your performance in the course, in particular;

- Allergies to latex or rubber
- Back, neck or knee problems that would prevent you from kneeling on the ground for an extended period of time performing CPR
- Any other issue that may prevent you from fully participating in your course

Smoking

Students must not smoke in the classroom/training areas. The First Aid Training Company has designated smoking and non-smoking areas at all approved venues. Students are advised of these areas at break times.

Enrolment

Students are required to complete an enrolment form before commencing their course. This form is used to create a student history file. All personal information is strictly confidential.

Initial registration is completing an online registration form. Payment is required up front and in full. Once payment and enrolment information has been completed, an automated email receipt along with confirmation of participant user name and password will be issues.

The First Aid Training Company provides clear and accurate advice to all enrolling students. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.

The First Aid Training Company is committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.

What is a USI?

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

Student Resource Requirements

Students are required to have the minimum required resources to be able to complete the online training. These resources are as follows:

- Access to a computer, tablet or smart phone with internet connection
- Access to an email account and program

Assessment Process

Accredited courses delivered by The First Aid Training Company are competency based. This means that training is delivered based on units of competency developed by industry.

Training Delivery

Training delivered by The First Aid Training Company meets the national standards and requirements for registration as a training organisation. Each course or program delivered by The First Aid Training Company has specific resource requirements for delivery. These include physical resources and human resources.

Accredited training is delivered against competency standards and course outlines in consultation with industry. Students are advised of the units of competency they are studying. Lesson notes and references are available for all scheduled sessions. Training will be contextualised to meet student needs.

Courses and programs delivered by The First Aid Training Company are continually updated through industry consultation. This ensures that students have access to the most current information and learning strategies.

Students' abilities are assessed against the elements of competency on a 'can do' basis. When a student can demonstrate competency or show that they can demonstrate their understanding or ability, they can be assessed as competent. If a student is not successful on the first attempt, they are provided with feedback and given further opportunities to demonstrate competency.

You will be assessed via the following methods;

- Observation – practical demonstrations of a skill / usage of a equipment
- Verbal – communicating understanding to the assessor during practical demonstrations
- Simulated real environment - Participation in scenario / role play
- Written – completion of written questions

Student Support

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should let us know ASAP so we can guide you to the appropriate support services.

Getting Help with Your Training

It is not unusual for students to experience problems at some stage during their training, particularly those who have been out of the training system for a period of time.

Please discuss any issues or difficulties you may have. The First Aid Training Company is committed to working with you and your workplace coach/supervisor to help overcome any difficulties. You will help us by letting us know of any problems sooner rather than later. Most difficulties can be overcome if we are made aware of them. We have a range of strategies to deal with concerns as they arise.

Some of the more common problems that may arise are:

- Nervousness or anxiety about performance or assessment
- Interpersonal problems with other personnel
- The 'culture' of the workplace, such as its customs and routines
- Issues related to stress
- Difficulties relating to a new workplace or changes to workplace routines
- Language, numeracy or literacy issues
- Physical impairment

We can help you by:

- Making reasonable adjustment to any assessment task that may be causing you difficulty or anxiety
- Assisting you and your employer to recognise and minimise cultural or structural problems in your workplace environment
- Providing Language, Literacy and Numeracy support to assist you to achieve the required competency level

Mutual Recognition

The First Aid Training Company recognises the AQF qualifications and statements of attainments issued by other RTO's.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a process where students can apply to be given credit for previous experience or skills gained through workplace experience or formal training. Instructors will outline any RPL requirements of your course during induction.

Students applying for RPL must complete an application form/kit available from The First Aid Training Company.

Absenteeism

Students who are unable to attend a scheduled course should contact the office or the nominated instructor before the scheduled time to advise their absenteeism.

Payment of Fees

All course fees are to be paid in full prior to a certificate being issued. Students paying fees will be issued with a paid invoice upon receipt of payment. Students should keep this paid invoice for their records.

Refund Policy

This policy applies to all customers of The First Aid Training Company.

1. The First Aid Training Company retains the right to cancel any training course at its sole discretion. Students will be informed at least 14 days prior to the training.
2. If a course is cancelled all fees paid will be fully refunded within seven (7) days of notification which will be by email or phone.
3. A 10 day cooling off period applies whereby a full refund applies to all cancellations
4. Should a student cancel before the course date a full refund less will be paid within seven (7) days of such confirmed notification.
5. Please note that this refund agreement does not remove the right for the student to take further action under Australia's consumer protection law. In the event a student wishes to dispute the decision on a refund of tuition fee, the student has the right to The First Aid Training Company's dispute resolution processes which do not circumscribe the student's right to pursue other legal remedies.
6. The First Aid Training Company retains the right to not honour a refund request if:
 - a. It is more than six (6) months has elapsed since the date of payment
 - b. No valid reason for the refund has been supplied
7. Refunds for payments will only be refunded in the same method used to purchase the course.

For more information on your consumer rights please visit NSW Fair Trading

Issue of Qualifications

The First Aid Training Company issues qualifications when all assessment decisions have been agreed and payment has been made in full.

Replacement of original certificates is available for a fee of \$15.00

Privacy

All personal information is strictly confidential. A copy of our Privacy Policy is on our website or you can request a copy from the office.

Feedback

On completion of training, students and employers are asked to complete an overall evaluation. Our management team reviews evaluations as part of the quality assurance system. Students may include their name or submit evaluations anonymously.

Complaints and Appeals

The First Aid Training Company Training provides all persons with a fair and equitable process for resolving disputes, complaints and assessment appeals. Our Complaints and Appeals Policies are available on our website and a copy can also be requested through our office.

All complaints will be treated with confidentiality and dealt with in a manner to ensure principles of natural justice are followed.

If at any time during your course you are not satisfied, please speak to your instructor or The First Aid Training Company management. If your grievance cannot be addressed at this level, please ask to see the Director. If the Director cannot resolve the matter, an independent industry person who is mutually agreed upon will be appointed as mediator.

All E Firstaid Pty Ltd Training Programs have an assessment component. This part of the training is to assess how participants consistently apply their learning to the job. Assessment is carried out by trained assessors and where applicable, their industry partners. If participants are unhappy with the assessment outcome, they can appeal the assessment decision using the following procedure.

Information obtained during the Assessment Appeals process is considered confidential and will be used for the purpose of the specific appeal only. Participants have the right to request a review of the assessment decision. Instructor's will be asked to consider the assessment of the participant's evidence and justify the decision. If consensus cannot be reached, participants have the right to appeal the decision.

- Your appeal must be lodged no later than seven working days after the assessment.
- You are to submit your complaint, appeal and the outcome in writing within seven working days after the assessment, otherwise the appeal will not be considered.
- Each appeal is heard by a panel of trained assessors or independent person, who will deal with the appeal within 28 days of receiving it.
- You will have an opportunity to formally present his or her case
- You will be provided a written statement of the appeal outcomes, including reasons for the decision.
- The Assessment Appeals Panel will use all or part of the following process to ensure the appeal is dealt with fairly:
 - Review the assessments or evidence submitted
 - Interview the people involved - the candidate, the instructor/s.
 - Involve another assessor to review the case.
 - Schedule another assessment.
 - Uphold or reject the appeal at any stage.
- During the assessment appeals process, participants have the right to select a support person to help them during the appeal process.
- The complete appeal process will be clearly documented.

The Equal Opportunity Policy addresses complaints of unlawful discrimination, sexual harassment and bullying by staff or students.

Student Records

Training students are required to notify The First Aid Training Company immediately when their name, address or contact details change. Students may access their records on request via the student management system, the USI system or contacting the office

Declaration of Understanding

All students are required to complete a declaration before commencing the program.

This declaration is a statement that:

- You meet the entry requirements specified in the course outline
- You accept the terms and conditions outlined in this handbook
- You have been offered the opportunity to request language and literacy support
- You have been fully informed about the course including the assessment process, qualification issued, etc.

Training Service Guarantee

The First Aid Training Company guarantees to complete training and/or assessment of enrolled participants providing the following conditions are met:

- a) Full fees are paid for the course/unit;
- b) The student meets the training/assessment requirements;
- c) The student meets the agreed competencies in accordance with the course requirements; and
- d) The student meets all other obligations as stated in this Student Handbook.