



Student Handbook
E Firstaid Pty Ltd
RTO: 91232

PO Box 9
Mayfield NSW 2304
0249 608 608

Revised: June 2021



Student Handbook

WELCOME to E Firstaid Pty Ltd!

E Firstaid Pty Ltd is a Registered Training Organisation, RTO number 91232,

<https://training.gov.au/Organisation/Details/91232>, registered to deliver nationally accredited courses.

E Firstaid Pty Ltd is proud to have been delivering high quality training throughout the Hunter Region since 2005. We pride ourselves on our professional training, customer service and client satisfaction.

We are committed to continually providing the highest quality training services, with all training conducted by experienced professionals.

Our organisation is focused on the learning and outcomes of our clients and students. They are the people who continue to drive our success.

We are here to support our learners through our training programs and to ensure they have an enjoyable learning experience.

To guide our learners through their 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, trainers, and support services to ensure that your learning experience meets and exceeds your expectations.

Thank you for choosing E Firstaid Pty Ltd 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 are available to make your learning experience unique.

I wish you an enjoyable and rewarding experience with E Firstaid Pty Ltd.

Kind Regards
Amy Marriott
Director

Student Handbook



Provider Details	
Name of RTO	E Firstaid Pty Ltd
RTO Number	91232
Phone	(02) 49 608 608
Website	www.efirstaid.com.au
Registration details	https://training.gov.au/Organisation/Details/91232
Student Information	
Course Information	Our website has a comprehensive range of information that will help you make an informed decision concerning the training that we provide. This handbook contains general information regarding the services that we provide. Course specific information is located on our website.
Choosing a training provider	<p>When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations. The national VET regulator, Australian Skills Quality Authority (ASQA) provide a fact sheet to use when making this decision.</p> <p>This fact sheet is available on the ASQA website.</p> <p>https://www.asqa.gov.au/</p>
Unique Student Identifier (USI)	<p>What is a USI?</p> <p>If you are studying a nationally accredited course in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).</p> <p>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 the year you do training will be available for review the following year.</p> <p>When applying for a job or enrolling in further study, you may need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life.</p> <p>Do you need a USI?</p> <p>Every student is required to have a USI before an RTO can issue you with a certificate.</p>



	<p>You can access your USI account online from your computer, tablet, or smart phone anytime.</p> <p>https://www.usi.gov.au/</p>
<p>Course Delivery</p>	<p>E Firstaid Pty Ltd has a team of professional trainers delivering high quality training and assessment. Courses are delivered in our head office in Mayfield West and on client’s premises where required.</p> <p>Should we be unable to carry out training for any reason, alternate locations/providers will be used to ensure that the students get the qualification they booked into.</p> <p>In some cases, we may have trainers delivering courses to their community under a third-party arrangement. The agreement with a third-party provider authorises them to deliver training under the auspices of E Firstaid Pty Ltd. Where a third-party arrangement is in place, the training must indicate that it is an E Firstaid Pty Ltd course, with certificates being issued by E Firstaid Pty Ltd.</p> <p>In either case, our standards, processes, and quality training outcomes are the same and we welcome all feedback from students to enable us to continue delivering a professional service.</p>
<p>Course Fees</p>	<p>All course fees are to be paid in full prior to a certificate being issued. All fees and charges are advertised on each of the course pages.</p>
<p>Refund Policy and Cancellation</p>	<p><u>Student cancellations</u></p> <p>All learners who wish to cancel their bookings must do so in writing, confirming their full name, course and the date.</p> <p>Should a learner cancel their enrolment with more than 7 days’ notice will be issued a full refund. Learners who cancel their training with less than 48 hours’ notice will forfeit their course fees, however the learner may transfer their booking to another course date. Exceptional circumstances will be review on a learner-by-learner basis.</p> <p><u>Transfer of booking</u></p> <p>Transfers are available prior to the commencement date. A minimum of 48 hours’ notice is required unless under exceptional circumstances. Should transfers be made more than once an Administration fee of \$10 per transfer will be charged.</p> <p><u>Schedule Changes</u></p>



	<p>Event beyond our control sometimes happen, we may need to cancel or reschedule training sessions due to these.</p> <p>Should a course be cancelled, E Firstaid Pty ltd will attempt to contact a student by all means possible to inform them of the cancellation/change</p> <p>E Firstaid Pty Ltd will offer an alternative date/s for your training course, if this is not possible a full refund will be provided.</p> <p>E Firstaid Pty Ltd retains the right make exceptions to the above requests where reasonable circumstances permit.</p>
<p>Guarantee of Training</p>	<p>E Firstaid Pty Ltd assures students that they will receive the training they have been enrolled into at the advertised course fee unless a course is cancelled at which point a full refund is available to the student.</p>
<p>Workplace health and Safety</p>	<p>E Firstaid Pty Ltd provides training facilities that are safe learning environments in accordance with State and Commonwealth legislative and regulatory requirements. Learners are reminded to observe safe work practices when completing training activities. This relates to the below:</p> <p>Duty of care</p> <p>As per all Australian workplace requirements, all students and trainers will ensure they provide a duty of care to themselves and to others in the training course.</p> <p>If an unsafe situation is identified, the individual must notify others to avoid injury or harm.</p> <p>Equipment</p> <p>Any equipment that is not working, including electrical equipment should be reported to your trainer as soon as possible. Electrical work should only be performed by trained personnel.</p> <p>Incidents /Accidents</p> <p>All incidents and accidents should be immediately reported to your trainer. An incident report form will need to be completed for our workplace incident reporting requirements.</p> <p>First Aid</p> <p>In the event of a learner requiring first aid, a trainer or first aid officer will administer first aid and the learners should assist the trainer to call emergency services, manage any hazards or get first aid kit resources.</p>



Should medication be required, the casualty must be able to take their own medication as opposed to a first responder administering medication.

Exceptions to this would be assisting with an asthma puffer or assisting with an auto-injection device such as an Epi-Pen.

All casualties will be referred to their own GP for follow up treatment if the incident does not warrant transportation in an ambulance.

Induction & Fire safety

Housekeeping responsibilities will be explained at the start of every training session.

Fire and evacuation procedures will also be explained for your training venue, at the start of every training course. If this does not occur, please bring this to the staff or trainers' attention as it may have been an oversight and is mandatory information.

Manual handling

While some courses require a certain level of physical ability to undertake the assessment task, learners and trainers are not permitted to lift heavy objects when completing their training.

If a large or heavy object is to be moved, the individual must assess if they have the capacity to do so in a safe way which will NOT result in an injury.

If a learner has pre-existing injuries, they have a duty of care to themselves to inform the trainer of any restricted movements or activities which they cannot perform.

We do not want any learner to injury themselves or make an existing injury worse for the sake of completing an assessment task. We would prefer the student notifies us and discusses options to complete their assessment at a later stage when capable.

Access and Equity

E Firstaid Pty Ltd aims to provide all learners with access to courses and the opportunity to achieve the required training course outcomes.

All persons who represent E Firstaid Pty Ltd are enjoined to incorporate these goals into our administrative procedures, course procedures, training procedures, training delivery and assessment strategies.

If special arrangements need to be made to cater for an individual's learning needs, please contact us before enrolling into a course so we can discuss options.

Please be aware that some of the nationally accredited courses we deliver do have specific tasks which must be performed to a specific standard (e.g., perform



	<p>CPR on a manikin on the ground for 2min as per Australian Resuscitation Guidelines) for a satisfactory completion and competency to be demonstrated.</p> <p>Whilst we make every effort to accommodate all clients and students, there are some course specific requirements which must be completed to receive a nationally accredited certificate.</p>
<p>Student records</p>	<p>Learners are asked to notify E Firstaid Pty Ltd as soon as practicable when their name, address or contact details change. This will allow us to maintain accurate and current records of student data for any future issuing of certificates.</p> <p>Learners may access their personal records on request via completion of the records access and update form, the USI system or contacting the office.</p>
<p>Record Management</p>	<p>All course materials are scanned and entered into our student management system post training.</p> <p>Files are stored for the legislated period and electronic files are backed up regularly and are stored on a protected server.</p> <p>Information relating to learners contact details, financial status, academic status, attendance status, registration and identification details, feedback and evaluation are all confidential.</p> <p>In a number of cases, student data is reported to authorities as per legislation requires. This includes AVETMISS data that is deconstructed and does not identify an individual when submitted to the regulator. It also includes reporting incidents or information related to a complaint if made to the regulator.</p> <p>Student specific data is not shared with any unauthorised entity without the written permission of a learner. Certificates are only sent to an employer if a student has authorised E Firstaid Pty Ltd to do so.</p>
<p>Complaints and Appeals</p>	<p>What is a complaint?</p> <p>A complaint is feedback about the RTO training services, team or experience which has not been resolved at the time of the issue arising.</p> <p>If a learner has an experience which they feel needs to be attended to beyond what was discuss or resolved at the time, we ask that a formal complaint be submitted to E Firstaid Pty Ltd.</p> <p>Complaints may be made by any person but are generally made by students and/or clients.</p> <p>If the complainant chooses to submit a written complaint, it can be done in the following 2 methods.</p> <ul style="list-style-type: none"> • Email to the General Manager – amy@efirstaid.com.au

- Post attention to General Manager – PO Box 9 Mayfield, NSW 2304

A complaints form may be filled out, should the individual wish to fill this out, this is available on our website.

All complaints will receive a confirmation of receipt within 7 days. E Firstaid Pty Ltd will provide a written response to the complaint within 21 days addressing the items raised and providing options for resolution.

If the options presented do not satisfy the complainants' needs, they are required to provide a written response outlining how they would like to proceed.

It is our priority to resolve the complaint as quickly as we can, providing reasonable solutions before the matter progresses to alternate resolution avenues.

What is an appeal?

An appeal is an application by a participant for reconsideration of an unfavourable decision or finding during the training and/or assessment process.

An appeal must be made in writing to E Firstaid Pty Ltd and specify the particulars of the matter and the decision made at the time.

Appeals must be received within 14 days of the participant being informed of the assessment decision. When received, E Firstaid Pty Ltd will investigate the matter, seeking input from any trainer involved and / or seeking additional information from students who were in the course when the assessment decision / outcome was made.

E Firstaid Pty Ltd provides all persons with a fair and equitable process for resolving disputes, complaints, and assessment appeals.

All E Firstaid Pty Ltd courses have a knowledge and practical assessment component. This allows a learner to demonstrate they understand and can demonstrate a skill after receiving training and working through a learning program.

Assessment is carried out by qualified assessors. If learners are unhappy with the assessment outcome, they can appeal the assessment decision.

Information obtained during the Assessment Appeals process is considered confidential and will be used for the purpose of the specific appeal only.

Learners have the right to request a review of the assessment decision. Trainer's will be asked to consider the assessment of the participant's evidence and justify the decision.

If consensus cannot be reached, learners have the right to appeal the decision.



- Your appeal must be received within 14 days after the assessment.
- The appeal will be reviewed and discussed with the trainer involved with the course.
- If appropriate, a solution will be presented in writing to the learner.
- If a solution cannot be agreed to, the learner can request an alternate assessment or that their appeal is reviewed by an alternate trainer.
- If needed, the learner will be given the opportunity to formally present his or her case or demonstrate the required knowledge / skill for which the appeal is related to.
- If the student is to be re-assessed, the learner is offered the opportunity to have a support person attend if desired.
- The complete appeal process will be documented for future reference if needed.

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

Training and Assessment Information

Diverse learning needs – Language, Literacy & Numeracy needs

E Firstaid Pty Ltd aim to identify and respond to the learning needs of all learners.

When submitting an enrolment form through the website, we ask prospective learners to self-assess and contact E Firstaid Pty Ltd if they are aware of any Language, Literacy or Numeracy difficulties.

When a learner identifies themselves as requiring assistance, we encourage them to bring a support person who is skilled in supporting the specific needs of the individual (e.g., someone who has hearing difficulty and needs sign language support).

If the learner does not know anyone who can assist them, we will assist to provide a contact or an external agency whom they can engage directly for the support (e.g., translating services).

It is our intention that all trainers identify individuals who may need assistance at the start of the course. This can be done informally through class discussions, completion of enrolment forms or by the student self-assessing and notifying the trainer.

Trainers will ask a series of questions that may reveal the general English level of the participants, understanding of subject concepts and technical skills, previous experience, and considerations regarding possible assessment formats.

If a learner is identified as requiring assistance, the trainer can determine if it can be done in the classroom without additional external service or if the learner should seek support and return on another day.



<p>Reasonable adjustment</p>	<p>Reasonable Adjustment refers to flexibility in assessment approaches to account for individual learning needs while still adhering to the assessment requirements of the relevant training package or VET accredited course.</p> <p>Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decision should not be altered in any way.</p> <p>If a learner meets the entry requirement, the RTO must ensure ‘reasonable adjustments’ can be made for a learner to complete their course work or demonstrate competency. This may include adjusting the physical environment, learning materials or the way a theory test is completed.</p> <p>In most situations, a learner with a disability will be able to tell the RTO what he or she needs to be able to study. If required, the RTO should also seek advice from disability areas within government departments or organisations to provide services to people with a disability.</p> <p>In the HLT Training package, First Aid training, there are mandatory skills that cannot be modified as a reasonable adjustment. The participant is required to complete a minimum of 2 minutes of CPR on the floor. There is no room for reasonable adjustment as it is stated what is required in the Training Package.</p>
<p>Recognition of Prior learning (RPL)</p>	<p>Recognition of Prior Learning is a process where learners can apply to be given credit for previous experience or skills gained through workplace experience or formal training.</p> <p>If a learner wishes to apply for RPL, they must contact E Firstaid Pty Ltd before enrolling into the course to discuss options. Experience, training, method of evidence gathering, and submission will all be considered to determine if RPL is an appropriate avenue.</p> <p>If a learner arrives on the day of their course and requests RPL, it not a process our trainers can cater for when they have been engaged to deliver a set training and assessment program.</p> <p>Learners applying for RPL must complete an application form/kit available from E Firstaid Pty Ltd.</p>
<p>Competency Based Training</p>	<p>All training is based on the principles of competency-based training. Delivery and assessment will involve learners demonstrating knowledge of topics covered by the course and skills to perform the tasks outlined in the selected unit/s of competency.</p> <p>Competency must be demonstrated over a period and is not based off a single assessment. This means trainers will question knowledge throughout a course to confirm understanding, learners will demonstrate skills multiple times and a final assessment allows the learner to confirm their competence.</p>



	<p>E Firstaid Pty Ltd provides learners with every opportunity to demonstrate that they can carry out the required tasks.</p> <p>If a learner cannot satisfactorily demonstrate their knowledge or skill on the first assessment, they will be offered the opportunity to be re-assessed.</p> <p>If after multiple assessments the learner cannot satisfactorily demonstrate the required knowledge or skill, they will be deemed 'Not Competent'.</p> <p>To be re-assessed after being deemed not competent a learner must re-enrol into the course and complete the training again. There is no fee to re-sit a training program up to 2 additional times to achieve competency.</p>
Assessment Processes	<p>E Firstaid Pty Ltd delivers training and conducts assessment through a range of processes. These include online learning, classroom training and face to face assessment.</p> <p>Assessment is always completed with a qualified assessor using assessment tools which meet the rules of evidence.</p> <p>Validity: The assessor sees the learner demonstrate their knowledge and skill to validate it is their own performance and not another individual.</p> <p>Sufficient: The assessor collects sufficient evidence to ensure the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</p> <p>Authentic: To ensure authenticity of assessment, E Firstaid Pty Ltd collects identification of learners who attend a course and collect direct evidence of the learner demonstrating knowledge and skill.</p> <p>E Firstaid Pty Ltd does not have training and assessment strategies that incorporate indirect or supplementary evidence.</p> <p>Current: The training and assessment strategy used for E Firstaid Pty Ltd courses involves the learner attending a classroom-based session with assessment being completed with a qualified assessor. This confirms the currency of the learners knowledge and skill as it is performed as a direct observation.</p> <p>Assessment approaches are in line with the principles of assessment:</p> <p>Fair: The assessment process is consistent for all learners and is therefore fair. We do not alter assessments from learner to learner.</p> <p>Flexible: The assessment process is flexible to cater for individual learners needs.</p> <p>Valid: Any assessment decision of the RTO is justified, based on the evidence of the performance of the individual learner.</p>



	<p>Reliable: The evidence collected is through direct observation via a qualified assessor and is therefore reliable.</p>
<p>Superseded Units/Qualifications</p>	<p>When a training package or unit of competency is superseded, E Firstaid Pty Ltd will ensure all learners are either supported to complete the course in which they are enrolled or will transfer them to the current training product within 12 months.</p> <p>As soon as practicable after the endorsement of the new training package or unit of competency, E Firstaid Pty Ltd will commence delivery of the new units/Qualifications.</p>
<p>Issuance of Qualifications</p>	<p>E Firstaid Pty Ltd issues nationally accredited statements of attainment when all assessment tasks have been satisfactorily completed and payment has been made in full.</p> <p>Upon completion of the training program, certificates will be issued to the learner within 30 calendar days of being assessed as competent.</p>
<p>Certification replacements</p>	<p>If a learner has lost their certificate, they must contact E Firstaid Pty Ltd via email to request a replacement certificate be issued.</p> <p>The request can only be made by the learner, and they must be identified through confirmation of personal details (e.g. DOB, mobile number) before any certificate can be replaced.</p> <p>Electronic replacements are free of charge.</p> <p>Hard copy replacements are \$15 per certificate which includes postage if required.</p>
<p>Your feedback or survey reports</p>	<p>Feedback from learners is essential for the continued developments and improvement of E Firstaid Pty Ltd services.</p> <p>At the end of each course, the trainer will ask learners to complete a survey. We ask that you please take time to give a considered response.</p> <p>If for any reason, you are unable or uncomfortable completing the form during the session, there is an additional opportunity to print off a feedback form and simply email or mail to us.</p>
<p>Industry Consultation</p>	<p>E Firstaid Pty Ltd consults with industry representatives to confirm the currency of all course material, the deliver, design, and program reflects industry needs.</p> <p>Consultation is undertaken with clients, businesses, other RTO's, trainers, and industry bodies who contribute to the development of courses and the regulator itself.</p>



	<p>This consultation is essential, so training outcomes meet the knowledge and skills required by people working within the capacity of the program they have completed.</p> <p>Consultation also ensures assessment strategies cover essential topics and provide results that are useful to prospective employers.</p>
<p>Validation and Moderation</p>	<p>E Firstaid Pty Ltd has a 5-year schedule for which validation is conducted. All units on scope are validated within this period and is currently conducted in April of each year.</p> <p>Course resources are moderated ongoing. E Firstaid Pty Ltd seeks feedback from trainers, assessors and students so we can ensure resources are of the highest standard and allow for a systematic approach to the delivery of training.</p> <p>Discussions and recommendations during moderation meetings will be recorded on a Moderation Form or communicated via email for those who are abroad.</p>
<p>Trainer Competencies</p>	<p>To be eligible to train and assess nationally accredited training, trainers and assessors must meet the following minimum requirements prior to conducting the course.</p> <p>All trainers must satisfy the Standards for Registered Training Organisations (RTO's) 2015/ AQTF mandatory competency requirements for assessors.</p> <p>Qualifications:</p> <ul style="list-style-type: none"> • Certificate IV Training and Assessment (40116) • Hold a current first aid Certificate, HLTAID003 or Higher <p>Trainer Vocational Experience</p> <p>At least 2 years' experience working in the role for the program for which the course is being delivered.</p>
<p>Dress Code</p>	<p>Learners are required to wear casual, comfortable and discrete clothing, as participants will be required to perform tasks which require them to move freely (e.g., lay down on the floor and be rolled onto their side).</p> <p>Skirts and dresses are not recommended.</p>
<p>Rights and Responsibilities</p>	
<p>Participant Rights</p>	<p>E Firstaid Pty Ltd recognises that learners have the right to:</p> <ul style="list-style-type: none"> • Expect the highest quality of training that recognises their individual training needs and styles • Have access to all services regardless of background, ethnicity, Gender religious beliefs etc • Have their prior learning, acquired competencies, and experience appropriately recognise in determining their requirements for training and assessment



	<ul style="list-style-type: none"> • Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement • Appeal for a review of the results of an assessment • Learn from qualified and competent trainers who observe their responsibility to address participants learning needs, assist them to achieve the course outcomes, and assess the learner fairly • Learn in an appropriate, clean, and safe learning environment, free of all forms of harassment and discrimination • Be treated with dignity and fairness • Be provided a duty of care when undertaking training • Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc. • Privacy and confidentiality, and secure storage of student records in accordance with the organisations policies, to the extent permitted by law
<p>Participant Responsibilities</p>	<p>Participants are responsible for:</p> <ul style="list-style-type: none"> • Understanding and accepting the enrolment conditions for the course they undertake • Provide accurate information about themselves at the time of enrolment • Paying of all fees and charges associated with their course and providing their own course resources where notified • Recognise the rights of staff and other participants to be treated with respect and dignity • Ensure they attend the classes sober and drug free, and smoke only in open areas away from other people • Contribute to learning in a harmonious and positive manner regardless of their personal circumstances • Actively participate and monitor own progress by ensuring assessment requirements are observed • The security of their personal possessions while attending the course • Promptly report all incidents of harassment or injury to their trainer or administrative staff • Respect others equipment and property • Seeking clarification of rights and responsibilities when in doubt
<p>Participant Punctuality</p>	<p>Participants should arrive at the course at least 15 minutes prior to the start of the training. This ensures that all paperwork requirements and any issues are sorted out prior to the start of the training course.</p> <p>Students who arrive 15min after the scheduled start time will not be permitted to join the course.</p>
<p>Rules ensuring comfort and convenience for all participants</p>	<p>Smoking - Learners must not smoke in any area of the building. Learners are advised to ask their trainer on the training day as to where the designated area is.</p>



	<p>Alcohol – Alcohol is not permitted in the training environment. A participant who appears affected by alcohol will not be allowed entry to the course.</p> <p>Drugs - Drugs are not permitted in the training environment. Anybody who is found to be affected by drugs will be removed from the training course.</p> <p>Firearms and Knives – These items are not permitted in the training facility. Anybody found with a weapon of any kind will be removed from the training course and reported to the police.</p>
<p>Medical Problems</p>	<p>Learners who have medical issues that may affect their performance in the training course should make staff aware at the time of enrolment and to the trainer prior to the course commencement.</p> <p>E Firstaid Pty Ltd reserve the right to call an ambulance for assistance if a learner collapses and requires medical assistance.</p> <p>Please inform us of any health or physical conditions, which may impact your performance in the course, in particular:</p> <ul style="list-style-type: none"> • Allergies to latex or rubber • Back, neck or knee problems that would prevent you from kneeling on the ground for an extended period performing CPR • Any other issue that may prevent you from fully participating in your course
<p>Telephones</p>	<p>Please do not make or receive calls or texts whilst the training is underway. If it is expected that you might get an urgent call, please communicate this to the trainer before the class begins where reasonably practicable.</p>
<p>Student Misconduct and Disciplinary procedures</p>	<p>E Firstaid Pty Ltd will not tolerate any form of misconduct under any circumstances. Any learner who engages in any form of misconduct will be asked to leave the premise, with no refund or recognition of competencies already achieved. Some circumstances may include but are not limited to:</p> <ul style="list-style-type: none"> • Cheating or lying about marks or assessments • Plagiarizing materials • Conduct that places other persons in danger • Discrimination, harassment, disorderly conduct, abusive and disruptive behaviour • Destruction or damage of property