



## Participant Handbook

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## **Introduction**

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Welcome to First Aid Academy Pty Ltd.

We are a Registered Training Organisation.

First Aid Academy provides the following training and assessment programs:

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID005 Provide first aid in remote situations
- HLTAID006 Provide advanced first aid
- HLTAID007 Provide advanced resuscitation
- 22099VIC First Aid Management of Anaphylaxis
- UETDRRF06B Perform rescue from a live LV panel

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

### **The NVR Standards**

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You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

This qualification can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the NVR Standards. This is assessed in Queensland, by the Australian Quality Skills Authority (ASQA).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the NVR Standards and will be re-audited during its subsequent five-year registration period.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

### **Participant and First Aid Academy's Rights and Responsibilities**

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As a participant in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered in detail in the body of the Participant handbook, but are summarized here for your convenience.

Both the Participant and First Aid Academy have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both First Aid Academy and you, the participant, have an obligation to adhere to ALL legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to a safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guiding you to the completion of the course and must maintain a high standard of current documentation, good service, good trainer/assessors who are current in their knowledge and experience in the relevant qualifications(s) being undertaken.

We have a right to expect that all assessments provided by you are your own work, not copied, taken or plagiarized from someone else.

You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.

You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.

You have a right to expect that all course requirements are compliant to the principles defined in the NVR Standards, and that the qualification issued by us to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow participants and other people whom you meet and come in contact with at First Aid Academy.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our participants.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behavior, threatening or aggressive behavior or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a participant in the course requirements.

You have a right to be provided with the services that you have paid for, if you have paid for a course, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.

You have a right to receive the services for which you have paid. We have an obligation to provide them.

You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be

made without appropriate notice and will not disadvantage currently enrolled participants.

We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by First Aid Academy.

You have a right to complain and appeal about anything or any decision we make at First Aid Academy, be it about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.

We have an obligation to clearly state all fees and charges associated with the course requirements.

We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

You have an obligation to provide feedback on our assessment and on the Client Services we have provided.

We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the Participant, the policies and procedures that Participants must be aware of. Equally so you, the participant, have an obligation to understand those policies and procedures concerning your application, any use of First Aid Academy facilities and any property or facilities used by First Aid Academy to assess your application.

Participants who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the CEO, and may result in cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

### **Legislative Requirements**

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.qld.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

**Commonwealth Legislation:**

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training (Consequential Amendments) Act 2011
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for NVR Registered Training Organisations 2012
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Student Identifier Act 2014
- Student Identifier Regulation 2014
- Standards for NVR Registered Training Organisations (RTO) 2015

**State Based Legislation**

- Disability Services Act 2006
- Fair Trading Act 1989
- Workplace Health and Safety Act 1995
- Workplace Health and Safety and Other Legislation Amendment Act 2008
- Child Protection Act 1999
- Commission for Children and Young People and Child Guardian Act 2000

**Occupational Health and Safety Policy**

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes First Aid Academy's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety Standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,

- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

### **Harassment and Discrimination Policy**

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of First Aid Academy.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could

include: adverse changes to the work environment; denial of access to resources or work.

### **Specific principles**

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

### **Privacy**

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First Aid Academy takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer. In some cases we will be required by law or required by the NVR Standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, First Aid Academy will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

### **National Vocational Education and Training Acts 2011 (three of them)**

These three acts are named in the legislative listing and define the acts of Federal Parliament that empower ASQA to administer the operations and compliance of RTO's in most states of Australia, and any RTOs that operate in more than one state in Australia.

This includes the right of ASQA to audit First Aid Academy, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO.

We are answerable to ASQA for our operations.

### **Working with Children**

We will comply with all Federal and State working with Children legislation such as *the Commission for Children and Young People and Child Guardian Act 2000 (Qld)*.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/>

Further information on the Working with Children's Check is available from First Aid Academy's CEO, but this effectively means that we will need to have all staff who come in contact with people under the age of 18, such as trainers, administration staff or clerical staff must be cleared as not being a risk to the health and safety of minors.

### **Fees and Refund Policy**

Our training and assessment programs do attract fees. The details of the fee structures are contained in the course flyers.

First Aid Academy has a fair and equitable Refund Policy in place containing guidelines guaranteeing the refund of fees to course Participants under reasonable circumstances. The management guarantees First Aid Academy's sound financial position and safeguards Client / Participant fees until used for training / assessment.

- Registration may be cancelled up to Five (5) working days prior to commencement of course with Participants either transferring to another course or receiving a full refund.
- If no cancellation notice is received, or cancellation is made with less than 5 day's notice, no refund will be issued.

- Registration cancelled less than 5 working days but 48hrs prior to commencement of a course will be able to move to another available date.
- You may substitute another Participant at any time prior to course commencement date should the nominated person be unable to attend. Notification to the Academy Manager of such changes is imperative.
- First Aid Academy reserves the right to cancel or postpone a course to an alternative date. All registered Participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the Participant can provide a medical certificate or show extreme personal hardship. In this case, Transfer to another date may be possible at the discretion of First Aid Academy management.

First Aid Academy charges for replacement statement of attainments, should a replacement certificate be required, the Employer or the Participant will be charged \$22 including GST for a replacement statement of attainment.

From 1 January 2015 participants undertaking nationally recognised training delivered by an RTO are required to provide a Unique Student Identifier (USI). Most participants will provide their own USI during the enrolment process, however First Aid Academy is offering a payable service to apply for the USI on the participant's behalf for \$22 including GST.

### **Participant Documentation Policy**

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area. Our electronic records are stored in our participant records software system TMDB and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a back up of our computer systems to an external drive which is stored off site.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our participant record software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the NVR Standards such as:

- trainers and assessors, including RPL Assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement Statement of Attainment.

### **Recognition of other Qualifications**

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All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by First Aid Academy.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy or the original certificate to the CEO or in some cases the trainer, who will make note of the qualification in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

### **Access and Equity**

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We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to First Aid Academy CEO.

### **Client Selection**

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There is pre-requisite of a current Cardio Pulmonary Resuscitation qualification (less than 12 months old) for **our UETDRRF06B Perform rescue from a live LV panel.**

First Aid Academy is able to offer the **HLTAID001 Provide Cardiopulmonary Resuscitation** qualification which meets this pre-requisite need.

If you have any questions please do not hesitate to discuss the course with your trainer or the CEO.

### **Enrolment**

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To enrol in our course please contact First Aid Academy administration, the contact details for which are located on the front of this document.

Once accepted, you will need to complete an enrolment/application form including a Unique Student Identifier (USI) or an exemption thereof.

### **Language, Literacy and Numeracy (LLN) Assistance**

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Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

### **Participant Support, Welfare and Guidance**

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We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of First Aid Academy staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the First Aid Academy's CEO Compliance Supervisor or CEO who will assist you to the full extent of our capacity.

If your needs exceed First Aid Academy's support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

#### **Interpreting Services:**

TIS 13 14 50

**Lifeline:** 131 114

#### **Literacy and Numeracy Support:**

##### **National:**

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

### **Flexible Delivery and Assessment Procedures**

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First Aid Academy recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

First Aid Academy will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

First Aid Academy undertakes to assist participants achieve the required competency Standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or First Aid Academy's Compliance Supervisor or CEO

### **Client Complaints and Appeals**

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First Aid Academy treats complaints and appeals with a very high level of importance and we will deal with these in an effective and timely manner. Participants have seven (7) days from the date of incident or assessment to lodge their complaint or appeal.

Complaints or appeals will get acknowledged in writing within one week of their lodgement. First Aid Academy will aim to have all matters resolved within another week.

Please note engagement of external mediators, or other issues beyond our control may extend this time.

Should there be more than 60 calendar days required to process and finalise the complaint or appeal, First Aid Academy will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and provide regular updates on the progress of the matter.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

First Aid Academy will act upon any substantiated complaint or appeal; these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

The data entry responsibility lies with the CEO and the Compliance Supervisor.

### **Complaint Resolution Process:**

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In the first instance that a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the Compliance Supervisor or CEO is available to discuss the issue.

Should the complaint not be resolved in the first instance, then the participant is requested to formally lodge a complaint by completing the complaint form, this form is available from your trainer/assessor or the CEO.

This formal complaint will get acknowledged in writing with one week of its receipt and will be entered into the complaints register for tracking purposes. This is the responsibility of the CEO and Compliance Supervisor.

Should the nature of the complaint refer to criminal matters or where the welfare of participants is in danger, First Aid Academy will, with the permission of the participant, seek assistance from other authorities such as The Police, Legal Representative or other parties as appropriate. Participant confidentiality will be maintained at all times as is consistent with Queensland Law.

Engagement of the external assistance will be the responsibility of the CEO.

Upon First Aid Academy's receipt of the formal complaint the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer or Assessor (if appropriate) and the Compliance Supervisor or the CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant will be provided with a formal written statement of the resolution of the complaint or appeal; this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the participant and First Aid Academy, this could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via [www.leadr.com.au](http://www.leadr.com.au), Intermediate can be contact via [www.intermediate.com.au](http://www.intermediate.com.au)

Costs for the independent person or panel, will be borne by First Aid Academy .

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

ASQA provides information on its complaints handling process at:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Please note, that the ASQA website advises that some complaints about refunds may be directed to the Queensland Office of Fair Trading Ph. 13 QGOV (13 74 68)

### **Assessment or Academic Appeals resolution process**

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As per the above process, a participant can appeal an assessment decision.

In the instance that a participant is unhappy or dissatisfied with the assessment process or the assessment outcome they should consult their trainer/assessor in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the Compliance Supervisor or CEO is available to discuss the issue.

Should the academic appeal not be resolved in the first instance, then the participant is requested to formally lodge an academic appeal by completing the Appeals form, this form is available from your trainer/assessor or the CEO.

This formal academic appeal will get acknowledged in writing with one week of its receipt and will be entered into our Appeals register for tracking purposes. This is the responsibility of the CEO and Compliance Supervisor.

Upon First Aid Academy's receipt of the formal academic appeal the CEO will be responsible for resolving the issue.

The appellant will be provided with a formal written statement of the resolution of the academic appeal; this will state the reasons for the decision.

This will involve at least a formal interview with the participant, the trainer or assessor (if appropriate) and the Compliance Supervisor or the CEO. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The appellant will be provided with a formal written statement of the resolution of the academic appeal; this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the participant and First Aid Academy, this could include another external Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via [www.leadr.com.au](http://www.leadr.com.au), Intermediate can be contact via [www.intermediate.com.au](http://www.intermediate.com.au)

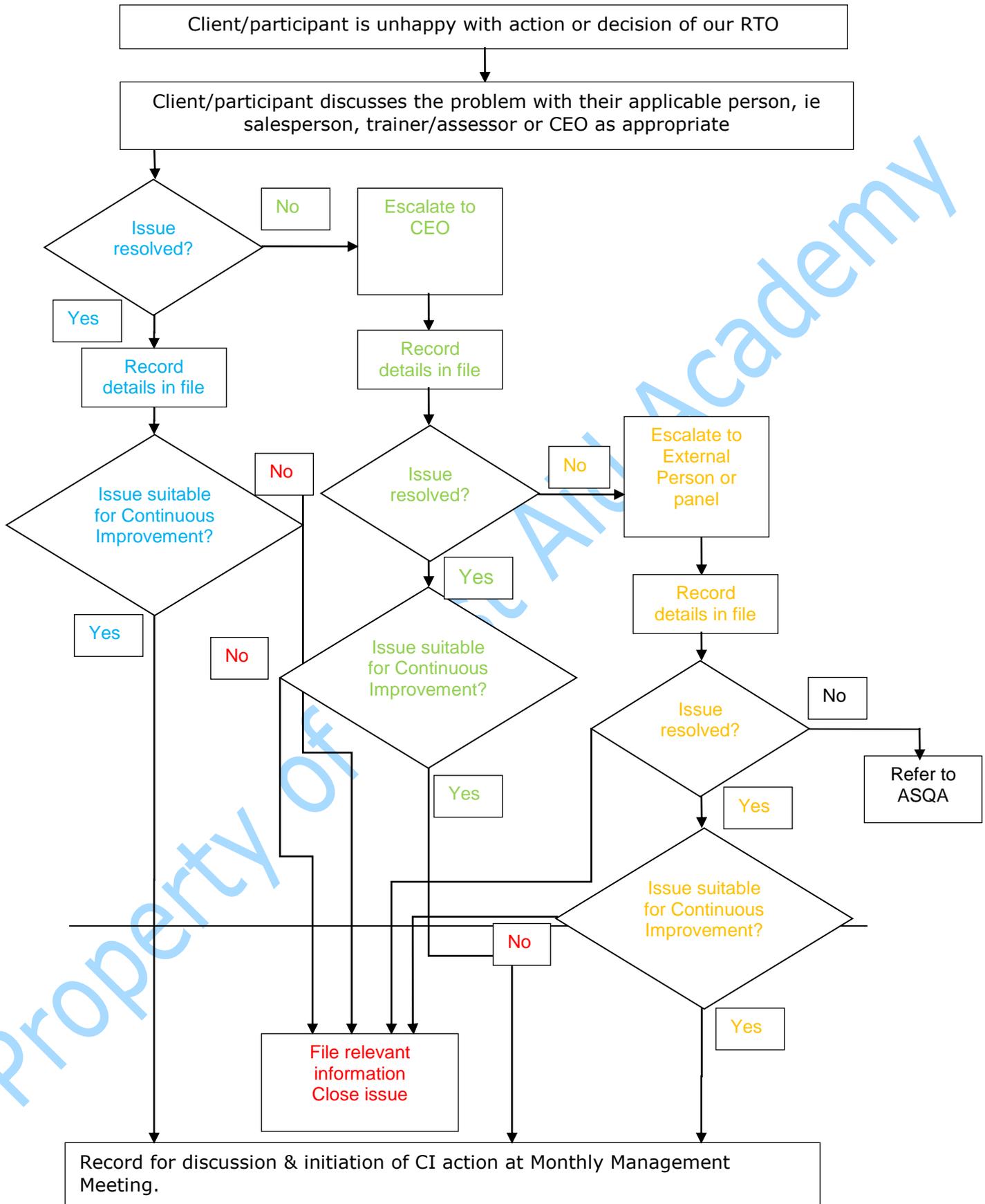
Costs for the independent person or panel, will be borne by First Aid Academy.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

ASQA provides information on its complaints handling, including the handling of appeal at:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

**Flow Chart Representation:**



## **Discipline**

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First Aid Academy attempts to provide Skills Recognition (RPL), training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

First Aid Academy, has a zero tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary Standards will be discussed with the trainer and First Aid Academy CEO and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

## **Credit Transfer Policy**

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Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

**Credit Transfer** – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

## **Assessment Standards**

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All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant BSZ98, TAA04, or TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,

- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,
  - employ a participatory approach,
  - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

### **Assessment Criteria**

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All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, and types of assessment.

### **Assessment Methods**

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Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

**Acknowledgement Declaration**

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I acknowledge that I ..... have read and fully understand the contents of this Participant Handbook, which outlines the conditions and my rights and responsibilities as a participant of First Aid Academy.

.....  
Signature

.....  
Date

.....  
Name of Witness

.....  
Signature of Witness

.....  
Date

Property of First Aid Academy