



Participant Handbook

First Aid Academy Pty Ltd



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INTRODUCTION

Welcome to First Aid Academy Pty Ltd (FAA).

Since 2014, First Aid Academy has been registered as a Registered Training Organisation (RTO), RTO code #40920.

First Aid Academy and its affiliated training providers are approved by the Australian Skills and Quality Authority (ASQA) to provide training and assessment programs as listed on FAA's scope on www.training.gov.au. (TGA)

FAA's 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 journey.

THE STANDARDS FOR REGISTERED TRAINING ORGANISATIONS (RTOS) 2025

These are the standards that govern the operation of an RTO and training providers conducting training under the auspices of an RTO. To be an RTO, FAA needs to meet the requirements of the Standards for Registered Training Organisations 2025. This is assessed by the Australian Quality Skills Authority (ASQA). Thus, FAA is answerable to ASQA for its conduct.

Being an RTO is a privilege, not a right, and, as such, we need to comply with all the requirements of the standards and ASQA at all times.

The qualifications you are undertaking are nationally accredited, and certification thereof can only be issued by a Registered Training Organisation (RTO). In certain circumstances, they can be delivered by an organisation under the auspices of an RTO.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance with the Standards for Registered Training Organisations and will be re-audited during its subsequent seven-year registration period.

The RTO is undertaking continuous self-assessment processes.

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

As a participant in our RTO, you have certain rights and responsibilities, and 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 summarised here for your convenience.

Both the Participant and First Aid Academy are responsible for adhering to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed in this document; both First Aid Academy and you, the participant, are obligated 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 and that, at no time, the safety and health of any person or property will 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 notify us of your withdrawal from the process, we expect you to continue working on it 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 guide 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 being undertaken.

We have a right to expect that all assessments provided by you are your own work, not copied, taken or plagiarised 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 to ensure they remain relevant to the qualification being undertaken.

You have a right to expect that all course requirements are compliant with the principles defined in the Standards for Registered Training Organisations 2025, 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, practice, and persuasion to all staff, contractors, fellow participants, and other people you meet or come into 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, vilification, antisemitism, violence of any kind, cyberbullying, offensive behaviour, threatening or aggressive behaviour or speech will not be tolerated by any person, whether a staff member, contractor, or 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, we have an obligation to deliver it to you in the manner advertised. If there is a need to vary the process, then it must be by mutual consent.

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 comply with any reasonable and lawful request from First Aid Academy.

You have the right to complain about and appeal anything or any decision we make at First Aid Academy, whether it concerns you or 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 a legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your coursework 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 coursework, with clear, unambiguous feedback on the results and the assessment decision.

You are encouraged to provide feedback on our assessment and the Client Services we have provided.

We have an obligation to evaluate all feedback and act on opportunities to improve 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 include a written warning, an interview with the CEO, cancellation of your application without refund, and, in extreme cases, such as suspected criminal activity, referral to the Police.

LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation governing training and assessment, as well as general business practices.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and the industry we are 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 affects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards Registered Training Organisations 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988

- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Student Identifier Act 2014
- Student Identifier Regulation 2014

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

WORKPLACE HEALTH AND SAFETY POLICY

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describe 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 workplace. 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 workplace 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 workplace 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 free from all forms of harassment and discrimination (including victimisation and bullying), so that staff and participants feel valued, respected, and treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace through 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:

“Antisemitism” is prejudice, hatred, or discrimination directed against Jewish people, either individually or collectively, based on their religion or ethnicity. It manifests through rhetorical, physical, and digital acts, including stereotypes about Jewish power or control, dehumanising narratives, and violent attacks.

“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 slurs, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocation of the 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.

“Vilification” is the act of saying or writing unpleasant, derogatory, or abusive things about someone or something to damage their reputation and cause others to have a low opinion of them. Vilification is more specifically defined as a public act that incites hatred, serious contempt, or severe ridicule towards a person or group based on certain characteristics.

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, are 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

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

These include the Privacy Act (1988) and National Privacy Principles (2014).

PRIVACY NOTICE

Under the Data Provision Requirements 2012, First Aid Academy is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form) may be used or disclosed by First Aid Academy for statistical, administrative, regulatory and research purposes. First Aid Academy may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.
- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
 - populating authenticated VET transcripts;
 - facilitating statistics and research relating to education, including surveys and data linkage;
 - pre-populating RTO student enrolment forms;
 - understanding how the VET market operates, for policy, workforce planning and consumer information; and
 - administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey, which may be administered by a government department, an NCVER employee, agent, third-party contractor, or other authorised agency. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle is to ensure that FAA's entities manage personal information in an open and transparent way.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with FAA in relation to a particular matter.

Principle 3 – Collection of solicited Personal Information. FAA must not collect personal information (other than sensitive information) unless the information is reasonably necessary for FAA's business purposes.

Principle 4 – Dealing with unsolicited personal information. If FAA receives personal information, FAA must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not, we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is deidentified.

Principle 5 – Notification of the collection of personal information. Requires FAA to notify our clients, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that FAA holds on an individual that was collected for a particular purpose, FAA must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As FAA holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross-border disclosure of personal information. Where FAA discloses personal information about an individual to an overseas recipient, FAA must take all steps to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government-related identifiers.

FAA must not adopt a government-related identifier of an individual as its own identifier of the individual, except when using identification codes or numbers issued by either the State-based regulators or the Department of Innovation with regard to the Unique Student Identifier.

Principle 10 – Quality of personal information. FAA must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that FAA collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If an APP entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As FAA holds personal information about an individual, FAA must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As FAA holds personal information about individuals, and if we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading, or if the individual requests the entity to correct the information, FAA must take such steps as are reasonable in the circumstances to correct that information.

NATIONAL VOCATIONAL EDUCATION AND TRAINING ACTS 2011

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

This includes the right of ASQA to audit FAA, to apply penalties for non-compliance, and to define the requirements for record retention and other administrative and operational requirements of a functioning RTO.

FAA are answerable to ASQA for its operations.

WORKING WITH CHILDREN

First Aid Academy takes the safety and health of all our participants very seriously, and we will comply with all legislative requirements under the Commission for Children and Young People and Child Guardian Act 2000 to provide a safe learning environment.

We do accept people under the age of 18 in our training programs and therefore require all trainers and assessors to be cleared as not being a risk to the health and safety of minors, and to provide FAA with a copy of their Blue Card for working with Children as part of our key prevention and monitoring system when working with children and young people.

Further information on the Working with Children's Check is available from First Aid Academy CEO.

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 that guarantee 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 the commencement of the 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 days' notice, no refund will be issued.
- Registration cancelled less than 5 working days but 48 hours 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 the 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 statements of attainment. 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 participants' privacy.

Individual hard-copy participant records will be stored for 2 years from July 2025 after completion in a secure, lockable office area. Our electronic records are stored in our participant records software system, VETtrak, and are protected by password access. We further protect our records by maintaining up-to-date antivirus, firewall, and anti-spyware software.

The CEO is responsible for backing up our computer systems to an external drive stored off-site.

Our software and hardcopy systems will retain Participant results for at least 30 years.

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

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

It is a requirement of the Standards for RTOs 2025 that we comply with all mandatory reporting obligations. All RTOs are required to report enrolment data and completion results to the government (AVETMISS) quarterly and annually.

The RTO records all AVETMISS data in its Online Student Portal. This data is provided by participants at enrolment and is maintained and updated by the RTO Administration staff.

This data is verified for accuracy as part of the enrolment process and is updated as the participant progresses through the course, culminating in either their withdrawal or completion with a Statement of Attainment award.

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

Access to individual Participant training records will be limited to those required by the Standard for Registered Training Organisations, such as:

- trainers and assessors, including RPL Assessors, to access and update the records of the participants with whom they are working,
- 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 an application in writing. For example, participants seeking a replacement Statement of Attainment.

RECOGNITION OF OTHER QUALIFICATIONS

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 we offer.

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

This typically applies when participants hold a prerequisite qualification for a course they currently wish to undertake.

Where an application is to proceed, the Participant will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- An authenticated VET transcript issued by the Registrar, such as ASQA.
- An authenticated USI transcript.

ACCESS AND EQUITY

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.

Participants who feel that they have been discriminated against can lodge a formal complaint. This process can be initiated by any staff member or can be referred to the CEO.

CLIENT SELECTION

There is a prerequisite of a current Cardio Pulmonary Resuscitation qualification (less than 12 months old) for **our UETDRMP018 Perform rescue from a live LV panel.**

First Aid Academy can offer the HLTAID09 Provide Cardiopulmonary Resuscitation qualification, which meets this prerequisite.

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

ENROLMENT

To enrol in our courses, please contact the First Aid Academy administration; their contact details are 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

Our standard course 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.

If a participant's needs exceed our capabilities, we will refer them to an external support provider, such as their local TAFE campus.

PARTICIPANT LEARNING NEEDS

We will assist all participants in completing 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's staff.

We will make every effort to support you in your studies, whether through additional coaching or mentoring, or through any other identified means.

Should you be experiencing any personal difficulties, please contact the First Aid Academy's CEO or Compliance Supervisor, who will assist you to the fullest extent of their capacity.

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

Student Support, Welfare and Guidance Services

You can seek immediate support by contacting:

Interpreting Services:	TIS 13 14 50
Lifeline:	13 11 14
Mission Australia Helpline:	1300 886 999
Services Australia (Centrelink):	131 021
Literacy and Numeracy Support:	ACAL phone 03 9546 6892 email info@acal.edu.au
Reading and Writing Hotline:	1300 655 506

FLEXIBLE DELIVERY AND ASSESSMENT PROCEDURES

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 adjustments to meet the needs of a variety of participants. The ability to complete a written assessment should not be interpreted as a barrier to competency, provided 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 in achieving the required competency Standards where it is within our ability.

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

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

AQF CERTIFICATES AND STATEMENTS OF ATTAINMENT

First Aid Academy's CEO will issue only AQF Certificates and Statements of Attainment that are within our scope of registration and that certify the achievement of the requirements of Units of Competency and Qualifications from nationally endorsed Training Packages.

We must issue, record and issue statements of attainment and certificates that:

- meet the requirements in the current *Australian Qualifications Framework*, 2nd Edition, January 2013
- identify the units of competency from Training Packages,
- identify the RTO by its national provider number,
- And meet the requirements of the ASQA

FAA will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

UNIQUE STUDENT IDENTIFIER

As from 1st January, 2015, participants wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

RTOs cannot issue a qualification to a Participant unless that Participant provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual.

Thus, from 1st January, 2015, unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain a USI, the Participant will need to:

1. Visit www.usi.gov.au and provide information about themselves similar in content to that on their driver's licence (An Australian driver's licence has sufficient information), or

2. Authorise a third party, such as the FAA, as the RTO to obtain the USI on their behalf. To enable this to happen, the participant will need to:

1. Accurately complete this enrolment form, ensuring that the details they provide match their ID.
2. Provide FAA with one of the following forms of unique identification:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport) for international Participants
 - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
 - Certificate Of Registration by Descent
 - Citizenship Certificate
 - ImmiCard
3. Nominate their preferred method of contact so that the USI activation notice can be sent to them, options include email, phone or mailing address.
4. Complete the authorisation form included in the Enrolment Agreement.

Once their USI has been generated, they should:

- write down their USI somewhere safe
- activate their USI account at some stage in the near future.
- if they do not activate their account, their USI still works.

- when they do activate their account, they will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates.

PLEASE ALSO NOTE:

Any USI provided for use by a participant must be verified as accurate through the student management system. Any USIs indicated as incorrect or "rejected" are to be returned to the Participant with the advice that the RTO cannot issue a Statement of Attainment or a Testamur without a valid USI.

Any copies of participant personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

VERIFICATION OF PARTICIPANT UNIQUE STUDENT IDENTIFIER

FAA must verify the legitimacy of the Participant USI.

At the time of enrolment, or when the participant offers their USI, FAA will verify the participant's USI through the participant management system VETtrak.

Participants whose USI cannot be verified will be notified by FAA administration staff. The participant will then be requested to rectify the issue.

Participants will also be advised that, without a valid USI, the RTO cannot issue their Certificate or Statement of Attainment.

COMPLAINTS AND APPEALS

First Aid Academy treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and will address them effectively and in a timely manner. Complaints can be made about FAA, its staff, other learners or third parties.

FAA will act upon any substantiated complaints or appeals; these will be recorded into FAA's Complaints and Appeals register and will lead, where appropriate, to continuous improvement activities.

The responsibility for data entry, including maintaining the security of these complaints and appeals, lies with the FAA's CEO.

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

In the first instance, if a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer and assessor, customer service staff or FAA's CEO. Work Employers or Companies should contact FAA's CEO.

We would encourage Participants should contact their trainer. The trainer should be the first point of contact for participants; the aim of this first contact is to resolve the issue quickly.

If the participant's complaint concerns the trainer and they are uncomfortable discussing it with the trainer, they should contact the FAA's CEO.

Should the complaint or appeal not be resolved in the first instance, the complainant is requested to formally lodge it by completing the appropriate form. These forms are available from the Trainer, FAA's CEO or FAA's Customer Service.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

Should the complaint be about FAA's CEO, either in their role as a trainer or in their role as the FAA's CEO, then the customer service representative is able to receive and process the complaint or appeal.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of FAA's CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by FAA's CEO.

Should the nature of the complaint involve criminal matters or where the welfare of people is in danger, FAA will, with the participant's permission, 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 Australian Law.

At all times, the principles of Natural Justice must be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until the final decision has been determined.

Further details on Natural Justice can be accessed from the Ombudsman's office in the state or territory in which the training and assessment is being conducted, or found online on www.ombudsman.gov.au

FAA will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, FAA's CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer and FAA's CEO if appropriate. If this does not resolve the issue, it can be escalated to a mutually agreed-upon independent person or panel.

Engagement of the external assistance will be the responsibility of FAA's CEO.

The suitable independent person or panel will need to be agreed upon by the participant and FAA; this could include another external Trainer Assessor, or it could include independent commercial mediators such as the Resolution Institute.

The Resolution Institute can be contacted via: <http://www.resolution.institute/contact-us>

Suite 602, Level 6 Tower B, **Ph: +61 2 9251 3366**
Zenith Centre **Free call: 1800 651 650**
821 – 843 Pacific Highway **Email: infoaus@resolution.institute**
Chatswood NSW 2067



Escalation to an external mediation service is a significant process and incurs high costs.

Engagement of the external assistance will be the responsibility of FAA's CEO.

FAA is prepared to undertake escalation to independent mediation if FAA is not able to resolve a dispute with a participant.

Once the need for Independent Mediation is agreed upon with the participant, FAA will obtain a written quote for the process from the agreed-upon mediation company; this quote will be shared with the participant.

For the process to proceed, both the participant and FAA will lodge with the agreed mediator the money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should the mediator determine a compromise position, both parties agree to pay their respective shares as determined by the mediator.

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

At all times, we will keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days, we will ascertain the course of the delay and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about FAA with ASQA. However, please be aware that ASQA is not an advocacy institute for Participants.

A further option available to students and organisations is the National Training Complaints Hotline. Prior to lodging a formal complaint with the National Training Complaints Hotline, it is important to follow the formal grievance process of the training organisation with which you have a grievance.

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments.

Anyone with a complaint or query about the training sector now has one number to call, so they can report it and have it referred to the appropriate authority for consideration.

How to make a complaint

Consumers can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73 – Please select option 4.

Email: Please see the process for submitting an email complaint.

Please note that your call will be directed to Skilling Australia, which covers many vocational education and training matters. For concerns and complaints regarding vocational education and training, please select option 4.

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

The Queensland training ombudsman can provide students with advice about rights and responsibilities within the VET sector. See <http://trainingombudsman.qld.gov.au/> for more information.

ASSESSMENT APPEALS

In rare circumstances, the participant may object to decisions made by FAA, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided; however the response was marked incorrect in error
- The material assessed was not covered in the learning materials
- The response provided by the participant was the response provided in class
- Or any other reason.

For the Assessment appeal, the participant will follow the same basic steps outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to FAA's CEO, who will:
 - a. Provide a written receipt of your case within one business day.

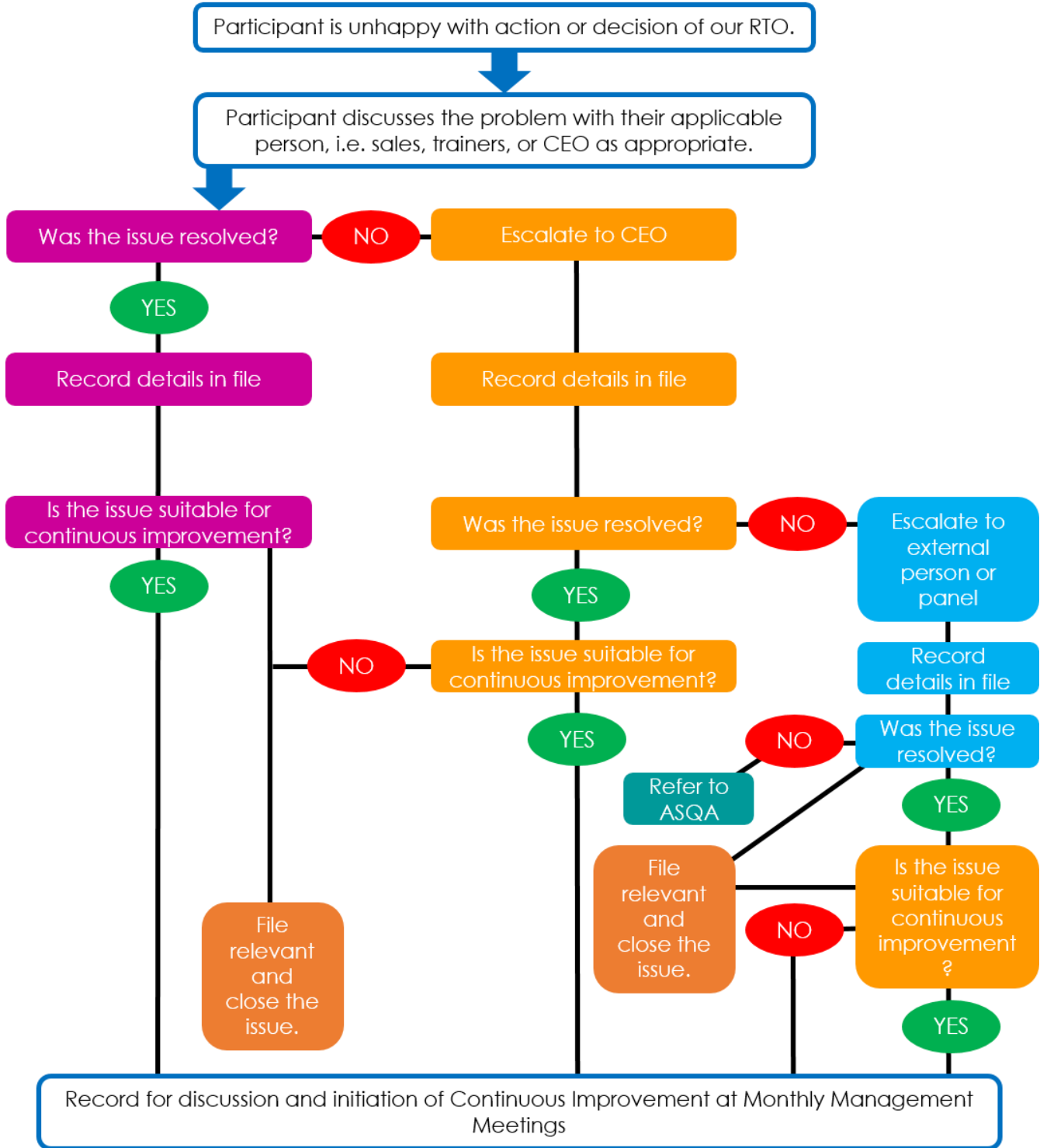
- b. Review your case, and if desired, you will be able to present your case to the FAA's CEO. FAA's CEO will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Irrespective of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, which will state the reasons for the decision.

At all times, we will keep our participants informed of the progress of their complaint and appeal. Should this process take longer than sixty (60) days, we will inform the participant of the reasons in writing.

Please see the flow chart below.

Complaints and Appeals Flow Chart



DISCIPLINE

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

If a participant wishes to lodge a complaint regarding the disciplinary action taken, they may follow our complaints procedure.

CREDIT TRANSFER POLICY

Credit Transfer is available to all participants enrolling in any of our training programs within 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 recognised training package qualifications with another Registered Training Provider.

It is First Aid Academy's policy to limit credit transfers to a maximum of 2 calendar months due to the nature of the short courses that we offer.

ASSESSMENT STANDARDS

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. Regarding our qualifications, we will ensure that the competency assessment is conducted by a vocationally competent assessor who holds the relevant TAE40110 or TAE40116 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 to disadvantage any learners. Assessment procedures will:

- be equitable, culturally and linguistically appropriate,
 - involve procedures in which the 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

All our assessments will provide applicants with information about the context and purpose of the assessment, as well as the assessment process.

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

ASSESSMENT METHODS

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 assess you in sufficient detail to 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

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

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date