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# STUDENT HANDBOOK

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## COURSE INFORMATION FOR STUDENTS:

**HLTFA311A** Apply First Aid

**HLTFA211A** Provide Basic Emergency Life Support

**HLTCPR211A** Perform CPR

**UETDRRF06B** Perform Rescue from a Live Panel

**22024VIC** Course in the Emergency Management of Asthma in the Workplace

**22099VIC** Course in First Aid Management of Anaphylaxis

### **Australia Wide First Aid**

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## Welcome

Congratulations on taking the first step towards achieving a nationally recognised Statement of Attainment with Australia Wide First Aid.

As a fundamental part of Australia Wide First Aid ethos your course will provide you with both professional hands-on practical training and theory that will equip you with the skills that industry is seeking.

We hope you enjoy your course with us and that your time with AWFA is productive and your goals are achieved.

## Purpose of this Handbook

We have created this handbook to provide you with an information overview of both our Company training methods and our courses.

Our policies and procedures are listed here in a short easy to read version. However if you require a full version of any of the documents please feel free to visit our website [www.australiawidefirstaid.com.au](http://www.australiawidefirstaid.com.au) or just ask one of our helpful staff.

Please take the time to familiarise yourself with the contents of the handbook. Your experience with us is our highest priority and we look forward to helping you achieve your learning goals.

## About Us

Starting out in 1975, Australia Wide First Aid prides itself on serving individuals and corporations in a professional, efficient and friendly manner. Whether you or members of your organisation need to undertake a First Aid Course or need to purchase a First Aid Kit for your home or office, we have you covered for all your First Aid requirements.

Our large range of First Aid Kits and consumables are available to the general public at wholesale prices. Stock up on everything you need to keep your loved ones and work colleagues safe and healthy. Visit our online store ( <http://www.qldfirstaid.com/store/> ) to purchase whole first aid kits or just the items you need to refresh an existing kit. As always, you'll receive free standard shipping on all orders. Our customers, and their wellbeing, always come first.

Australia Wide First Aid is a Registered Training Organisation that issues nationally recognised qualifications and statements of attainment in; Apply First Aid, Perform CPR, Asthma and Anaphylaxis, and LVR.

The quality of our training is rigorously monitored and audited to ensure we provide a high standard of quality service. The Statement of Attainments issued by Australia Wide First Aid are nationally recognised.

**Head Office:** 152 Brisbane Street Ipswich Qld 4305

**Phone:** 1300 336 613

**Email:** [info@australiawidefirstaid.com.au](mailto:info@australiawidefirstaid.com.au)

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

**Locations:** Brisbane, Ipswich, North Lakes, Alexander Hills, Browns Plains, Newmarket, Townsville, Springfield Lakes, Toowoomba, Gold Coast, Sydney, Melbourne, Perth

**Office Hours:** Our Head office is contactable Monday to Friday 8:00am – 6:00 pm

## Our Vision

Every Australian home or workplace has at least one First Aider to help anyone who needs to receive first aid. No one in Australia should ever suffer from the lack of a trained first aider.

## Our Mission

To provide energetic, effective and efficient first aid training to the Australian community  
and

To encourage personal development for people of all ages, ensuring they have the skills to save lives.

## Industry Engagement and Consultation

AWFA Engages industry in its training to ensure its graduates meet industry requirements.

Only through collaboration with industry can AWFA ensure that the training provided to our clients will meet the needs of employers.

## Our Training Staff

Australia Wide First Aid has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

This must also include:

- Certificate IV in Training and Assessment, or equivalent
- Industry experience that is current and relevant to the particular qualifications or units of competence in which they involved in delivering
- Ensure that responsibility for the management and coordination of training delivery, assessment staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience

AWFA ensures that the responsibility for the management and co-ordination of training delivery, assessment (including RPL), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

AWFA ensures its trainers and assessors participate in regular moderation, validation and benchmarking activities to ensure their training practices and assessment decisions:

- ✓ Are consistent between assessors;
- ✓ Are valid, flexible, reliable and fair;
- ✓ Are based on evidence that is sufficient, authentic, valid and current

### Course Admission

Australia Wide First Aid adheres to principles of access and equity to maximise outcomes for our clients. Before clients enrol with AWFA, information is provided to them about training, assessment and support services provided, as well as their rights and obligations as one of our students.

All our course applicants are required to satisfy Australia Wide First Aid that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant course document (or Training Package), prior to acceptance for admission to courses.

Australia Wide First Aid also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the performance criteria and conditions as set out in the relevant course document (or Training Package). All prerequisite requirements are set out in our course literature.

If there is some doubt as to the requirements or outcomes of a course, please ask us for assistance in clarifying your suitability to the course.

All training costs and fees associated with the courses are outlined in the relevant course information literature.

Any queries regarding our courses should be directed to our friendly staff on 1300 336 613.

### Payment Methods

We accept the following payment methods:

- Visa, MasterCard
- Direct Deposit

For refunds please refer to our Refunds and Cancellation Policy

### Course Delivery

All our courses consist of a practical and theory component delivered by our trainer and a written examination.

The trainers will provide you with a hands on approach to gaining the skills you require to successfully complete the course you have chosen. It is important that you are comfortable using the equipment so that you can react in time of an emergency. Please ask the trainer should you have any questions.

### Assessment Types

All students must take a written exam in order to be found competent. Written exams may take the form of short questions and a multiple-choice format. Alternate assessment methods may be used to aid LLN issues from time to time by the trainer.

Student assessment is a mechanism for ensuring the attainment and maintenance of academic standards. Each mode of assessment measures and confirms the standard of student performance in relation to explicit learning outcomes, and provides students with feedback on their performance.

### Cancellation of Courses

While we endeavour to avoid cancelling any of our courses sometimes circumstances require changes or cancellations to be made. If this occurs, you will be given sufficient advance notification.

### International Students

Australia Wide First Aid will be bound to the Commonwealth Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991.

### Language Literacy and Numeracy

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Australia Wide First Aid.

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

LL&N support can be accessed through:

#### Adult English Language, Literacy and Numeracy:

**TAFE Queensland**  
**Language & Literacy Services**  
Phone: (07)3234 1666  
Or contact your nearest TAFE Institute.

### Student feedback and evaluation

Your opinion is important to us and is used by AWFA to improve and maximise the effectiveness of our courses. The aim of the feedback is to listen to your views on the quality of the training you received and your experience as a participant with us from your enquiry to completion.

We encourage you to provide feedback by filling out the questionnaire provided by your trainer. Your anonymity will be highly regarded unless otherwise specified.

### Issuing Qualifications

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment in line with the AQF handbook.

A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. It can be used to gain a credit for the competency(s) for other relevant



qualifications with AWFA, or another registered training provider either within the state of Queensland or interstate.

### National Recognition Policy

National Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a course or training package qualification, with another Registered Training Organisation.

National recognition (Credit), for an applicable unit of competency, is available to any student when enrolling with AWFA.

#### How do I apply for RPL?

Recognition of Prior Learning (RPL) is the acknowledgement of competencies students already possess. These might include skills and knowledge gained through previous studies, work and life experiences.

If you believe you may be able to apply for RPL before enrolling, speak directly with AWFA.

You will be guided through a process similar to the one below.

- Complete an RPL Application form.
- A trainer will contact you and will explain the process to you, talk through your work and life experiences, and help you with some ideas about the evidence you might need.
- Once ATS has received the required information from you, your application will be assessed.
- You will be informed of the outcome within ten working days of the date the school receives your application.
- You may be granted the units you applied for, asked for further information, asked to do further assessment tasks to cover any gaps, or a combination of these.

#### Credit Transfer

AWFA acknowledges all nationally recognised qualifications and units of competency issued by Registered Training Organisations in Australia.

A Credit Transfer for a unit of competency may be granted if a student has successfully completed either an identical unit of competency, or one that has been assessed as equivalent in content and outcomes at a Registered Training Organisation within the last 5 years.

If you wish to apply for Credit Transfer please complete a Credit Transfer application form.

Applications for Credit Transfer must be accompanied by certified true copies of transcript results as well as detailed course outlines where the unit is not identical. There is no maximum limit to the number of units of competency which may be assessed as equivalent and awarded a credit transfer.

## Student's Rights and Responsibilities

AWFA aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow AWFA policies and procedures.

Australia Wide First Aid is committed to maintaining the highest quality in education provision. We have developed a suite of policies and procedures to ensure best practice across all aspects of our operations. You should be aware of and adhere to AWFA's current policies and procedures whilst you are a student with us.

While undertaking training & assessment at AWFA, students have the right to:

- |  |  |
|--|--|
| ✓ Confidentiality                      | ✓ Be safe and comfortable in the training environment  |
| ✓ High quality training and assessment | ✓ Appeal against any assessment decisions              |
| ✓ Be assessed fairly                   | ✓ Be treated with respect by fellow students and staff |
| ✓ Be free from harassment of any kind  |  |
| ✓ Be free from discrimination          |  |

The following policies and procedures can be viewed in detail online at

[www.australiawidefirstaid.com.au](http://www.australiawidefirstaid.com.au)

## Policies and Procedures

### *Quality Improvement*

Our Quality system is based on the requirements of the ASQA Essential Standards for Registered Training Organisations, The Vocational Education, Training and Employment Act 2000 (QLD) and the Training and Employment Regulation 2000 (QLD) and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality objectives are to:

- Provide quality training and assessment services
- Grow our business by looking after our Customers
- Use the quality system as a tool in achieving best practice outcomes across the organisation
- Ensure continuous improvement
- To comply Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation

### *Access, Equity and Diversity Policy*

Australia Wide First Aid will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

### *Client*

Client service is the focus of all our activities. As market leaders, we pride ourselves on our ability to provide outstanding service to our clients, creating referral and long term business relationships.

At AWFA, we work in partnership with our clients through tailor personal services to help them achieve their first aid training goals. We will maintain our training and customer services at the highest level through a caring and understanding approach. Regular communication, contact and continued availability will be paramount to our close ongoing relationships to ease our client's requirements.

We have sound management practices to ensure effective client service. In particular Australia Wide First Aid has client service standards, in accordance with VET Quality Framework, to ensure:

- The timely issue of student assessment results and qualifications; these will be appropriate to competency achieved
- Our quality focus includes a Recognition of Prior Learning Policy
- A fair and equitable Refund Policy
- A Complaint Policy & Appeals Policy
- An Access, Equity and Diversity.
- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined

### *Training Complaints and Grievances*

Australia Wide First Aid aims to address issues pertaining to learning and consulting services as soon as they arise so as to avoid further disruption or the need for a formal complaint.

1. If participants have a complaint/grievance about any aspect of the program or service, they are encouraged to speak immediately with the facilitator in order to resolve the issue/concern.
2. If the participant is not satisfied that the issue/concern has been appropriately addressed or resolved by the facilitator, a Continuous Improvement Request form should be completed outlining the details of the complaint/grievance. This form should then be forwarded to the General Manager or Nominee who shall consult with the participant. (Timeframe: within 1 week).
3. If the General Manager or Nominee cannot resolve the issue/concern, it shall be referred to a Complaint/Grievance Panel, consisting of the CEO or Nominee, Facilitator and the appropriate Industry representative. The outcome is to be recorded on the Continuous Improvement Request. (Timeframe: within 2 weeks).

### *Training Appeals*

Australia Wide First Aid has processes in place for course participants enrolled in a course, seeking to appeal against an academic decision or other procedural matter, in relation to an Australia Wide First Aid course. Anyone lodging an appeal has the opportunity to present his or her case.

The appeal procedure allows for:

- An informal approach to the course facilitator
- A facilitator who has not been involved in the original decision
- An independent review by an external appeal consultant

All appeals are recorded and reviewed at Management Review Meetings.

### *Fees*

AWFA will ensure that course fees paid in advance will be protected and the following Policy and Procedures will apply to the training products and services we provide. The Fee Schedule will include an itemised list of all fees and charges including course tuition fees, administration fees, materials fees and any other charges (*If Applicable*)

Fee for Service students are expected to pay fees prior to attendance of any course, student may be turned away from training if fees are not paid. Statement of Attainment will not be issued prior to payment. In the case of Accredited Training Courses carrying fees greater than \$1000, ASQA requires students to pay no more than \$1,000 prior to commencement and the balance after commencement. AWFA complies with this requirement. As AWFA does not conduct courses in this price range, there is minimal risk

Students who have lost their certificate and are wishing to obtain a hard copy, a reprint fee of \$20 is charged. Students wanting an electronic copy will not be charged

### *Refund Policy*

A full refund of enrolment fees will be made if a face-to-face course is cancelled by Australia Wide First Aid for any reason. An application for refund of course fees under any other circumstance must be made in writing to Australia Wide First Aid. An eighty percent (80%) refund is available up to ten working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a twenty percent (20%) administration fee.

No refund is available where cancellation is made less than ten (10) working days prior to the commencement of a course. However participants will be provided with an option to transfer to a course being offered at an alternate time at no cost should this occur no later than three days prior to course commencement. If closer than three (3) days a \$20 rebooking fee will be payable to cover administration costs.

No refund is available where participants leave prior to completing the course. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time initial payment is made.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Australia Wide First Aid Training.

In all other cases, refunds are at the discretion of the Director, Queensland First Aid Training and may be negotiated on an individual case-by-case basis.

### *Records Management*

Australia Wide First Aid is committed to keeping accurate and confidential records in relation to our clients and the activities conducted on their behalf. All records are maintained through a combination of manual and computer based systems designed to ensure we could provide detailed and timely information to our clients.

Only authorised personnel at Australia Wide First Aid can access client records.

Students may access their own personal records by submitting a written request to AWFA. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

### *Marketing and Advertising*

Australia Wide First Aid is committed to only using ethical marketing practices in the advertising and marketing of our products and/or services.

Australia Wide First Aid will accurately represent recognised training products to prospective clients and will ensure that clients are provided with full details of conditions of any contractual arrangements with Australia Wide First Aid.

Australian Qualification Framework qualifications will only be advertised where Australia Wide First Aid is registered to deliver the qualification. Nationally accredited products will be identified separately from courses recognised by other bodies without recognition status.

### *Anti-discrimination & Harassment*

It is the policy of AWFA to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. The organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

All AWFA employees must ensure that all staff, students and visitors are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way. The policy of AWFA is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons have the right to an environment free of intimidation and sexual harassment.

### *Misconduct & Disciplinary action*

You are entitled to sit for your examination/assessment in conditions which are free of disruption from trainers and other students, except where the trainer is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the trainers or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment

Any person(s) whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. This includes but is not limited to:

- Continuous interruptions to the trainer whilst delivering the course content
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment or bullying
- Acting in an unsafe manner that places themselves and/or others at risk
- Racial vilification in any form will not be tolerated.

Illicit substances or alcohol may not be consumed. Drunkenness or antisocial behaviour will not be tolerated.

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the rules, policies and procedures as set out in this Handbook.

You can appeal against certain penalties. Your penalty might then be reduced, removed, or increased.

### *WHS – Workplace Health and Safety*

AWFA's Occupational Health and Safety Policy is based on the company's conviction that the wellbeing of our employees and clients is the major consideration in all operations.

AWFA is committed to promoting and providing a safe and healthy learning environment for all employees, contractors, visitors, students and the public. We aim to achieve the highest degree of Workplace Health and Safety by adhering to the applicable government legislation (WHS Bill & Act & Regulations 2011) and taking a personal interest in the well-being of our employees and training Students/Students.

Students have obligations under workplace health and safety legislation relevant to their jurisdiction including:

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by Australia Wide First Aid
- Students **MUST** carry out safety directions given by members of Australia Wide First Aid
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at Australia Wide First Aid

**NOTE:** *Students who do not comply with these legal requirements may be committing offences against workplace health and safety legislation relevant to their jurisdiction, which may expose them to civil*

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*and/or criminal penalties. Such persons are also in breach of the Student Rules and can face disciplinary action.*

### Guarantee

AWFA will honour all guarantees outlined in our Code of Practice.

### General Information

*Please Note:* For the security of our trainers and students all our classes have video surveillance systems in classrooms. Please talk to your trainer if you have any queries regarding this or contact our Privacy Officer on 1300 336 613.

Students are required to ensure that all the information that they provide to AWFA is accurate. It is your responsibility to notify us if you change your name or address after enrolment. This is critical to receive important information from AWFA (e.g. Results of Assessments).

On arrival at your training please ensure that you sign the attendance sheet provided by our trainer.

Mobile phones must be switched off at all times during the training. In the event of an emergency where a mobile phone may be required please discuss this with the trainer prior to the class commencing.

Smoking is only permitted within the designated areas outside of the building.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a trainer believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment.

The trainer is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The student may be deemed "non-competent" if cheating has occurred.

AWFA will not be responsible for any damage or loss of personal equipment or belongings brought to the training.

### Emergency Procedures

In the event of an emergency, such as a fire the building may need to be evacuated. You will receive information regarding evacuation procedures during the introduction from your trainer. You will be required to follow the directions of the fire warden / trainer at all times during an evacuation.

In the event of an emergency evacuation, the following procedures should be adhered to:

- Do not panic;
- Immediately vacate the building;
- Do not collect personal possessions;
- Use all available emergency exits;
- Do not use lifts;
- Gather at the designated point(s) well away from the building.

## Legislation

Australia Wide First Aid will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training.

Legislation we are subject to includes (but is not limited to):

### *Work Health and Safety Act 2011*

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

### *Privacy Act 1988*

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit:

<http://www.privacy.gov.au>.

### *Copyright Act 1968*

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to:

[www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

### *National Vocational Education and Training Regulator Act 2011*

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit:

<http://www.comlaw.gov.au/Details/C2012C00143>

### *Anti-Discrimination Act 1991*

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by QTS Education Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to:

[http://www.legislation.qld.gov.au/Acts\\_SLs/Acts\\_SL\\_A.htm](http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.htm)

### *Australian Consumer Law (ACL) 2011*

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>



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### *Competition and Consumer Act (CCA) 2010*

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

External Support Services:

### *Reading and Writing Hotline*

Telephone: 1300 655 506

<http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

## Our Courses

### COURSE OVERVIEW

#### **HLTFA311A Apply First Aid**

#### **HLTFA211A Provide Basic Emergency Life Support**

#### **HLTCPR211A Perform CPR**

#### **Course Outcomes:**

##### **Description**

This course teaches the fundamental principles, knowledge and skills to enable the first aider to provide emergency care for injuries and illnesses, in the home or the workplace.

##### **Course content**

- chain of survival
- assessing the situation
- signs of life
- performing CPR
- demonstrate use of an automated external defibrillator
- care of the unconscious person
- special techniques for children and Infants
- CPR in special circumstances
- breathing emergencies including choking and asthma
- cardiac emergencies
- severe allergic reaction
- shock
- bleeding and wound care
- burns and scalds
- extremes of Heat and Cold
- poisoning
- altered conscious states
- bites and stings
- musculoskeletal injuries
- infection control
- reporting procedures

##### **Prerequisites**

There are no prerequisites for this course. Current industry standard is for this course to be updated every 3 years with the CPR component being updated every 12 months.

#### **HLTFA311A Apply First Aid**

This unit of competency provides the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

#### **HLTCPR211A Perform CPR**

This unit of competency provides the skills and knowledge required to perform Cardiopulmonary Resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

##### **Delivery of training**

This first aid course is delivered face to face over one day. Training is provided at a range of delivery sites. Students are expected to attend the full day's training. Training will be offered through a combination of trainer led theory sessions and practical tasks.

## Assessment strategy

Assessment methods used to in the first aid course include a combination of written and practical assessments.

- Clear instructions are provided to the learner in an 'assessment tasks' book
- Students are required to complete written short answer tests as confirmation of understanding of the underpinning knowledge requirements for each unit
- In some cases, written tasks may include responding to questions based on a case study or scenario that reflect workplace examples
- Assessment of practical tasks is assessed by observation
- Students may be required to orally respond to questions as part of the observation process for practical assessments

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed**, without incurring any additional fees.

## Pathways:

Students successfully completing the first aid course may undertake further study in a range of qualifications form the HLT07 Health Training Package.

## Award:

Students successfully completing all required assessments will be awarded a nationally recognised **Statement of Attainment**.

## COURSE OVERVIEW

### 22024VIC – Course in the emergency management of Asthma in the Workplace

#### Contents –

- Common triggers of asthma
- Common signs and symptoms of asthma
- Knowledge of the potential for progression from a mild to a severe asthma episode
- Individual asthma plans
- Treatment/management for mild, moderate and severe asthma episodes
- Asthma medications
- Asthma devices

#### Assessment strategy

Assessment methods used to in the first aid course include a combination of written and practical assessments.

- Clear instructions are provided to the learner in an 'assessment tasks' book
- Students are required to complete written short answer tests as confirmation of understanding of the underpinning knowledge requirements for each unit
- In some cases, written tasks may include responding to questions based on a case study or scenario that reflect workplace examples
- Assessment of practical tasks is assessed by observation
- Students may be required to orally respond to questions as part of the observation process for practical assessments

Any student that does not achieve competency on their first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) of non-competence. The assessor will clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed**, without incurring any additional fees.

#### Pathways:

Students successfully completing the Asthma Management course may undertake further study in a range of qualifications from the HLT07 Health Training Package.

#### Award:

Students successfully completing all required assessments will be awarded a nationally recognised **Statement of Attainment**.

#### Contact:

Please contact Australia Wide First Aid on 1300 336 613 if you have any questions or require any additional information or alternatively, email [info@australiawidefirstaid.com.au](mailto:info@australiawidefirstaid.com.au)

## COURSE OVERVIEW

### 22099VIC – Course in First Aid Management of Anaphylaxis

#### Contents –

- Regulations
- Anaphylaxis in the community
- Common allergens
- Signs and symptoms
- Management of anaphylaxis
- Current adrenaline auto-injectors
- Anaphylaxis First Aid

#### Assessment strategy

Assessment methods used to in the first aid course include a combination of written and practical assessments.

- Recognising the signs and symptoms of mild, moderate and severe allergic reactions
- Identification and correct use if available adrenaline auto-injectors
- Demonstrate the correct anaphylaxis first aid procedure
- Demonstrate the understanding of a risk minimisation plan

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed**, without incurring any additional fees.

#### Pathways:

Students successfully completing the Anaphylaxis Management course may undertake further study in a range of qualifications from the HLT07 Health Training Package.

#### Award:

Students successfully completing all required assessments will be awarded a nationally recognised **Statement of Attainment**.

#### Contact:

Please contact Australia Wide First Aid on 1300 336 613 if you have any questions or require any additional information or alternatively, email [info@australiawidefirstaid.com.au](mailto:info@australiawidefirstaid.com.au)

## COURSE OVERVIEW

### UETDRRF06B Preform Rescue from a Live LV Panel

### HTLPR211A Perform CPR

#### Contents –

- Establishing a safe work area
- Equipment used in low voltage rescue
- Techniques used to rescue people from low voltage situations
- Management of electrical burns
- All aspects of CPR including the use of an Automated External Defibrillator (AED)

#### Assessment strategy

Assessment methods used to in the first aid course include a combination of written and practical assessments.

- Identification and checking of all rescue equipment used in a low voltage rescue
- Demonstrate ability to prepare the workplace in line with OH&S practices
- Demonstrate ability to rescue a person from a low voltage incident
- Demonstrate the assessment and treatment of an electrical burn
- Demonstrate the resuscitation of a casualty using CPR and an AED

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed**, without incurring any additional fees.

#### Pathways:

Students successfully completing the Low Voltage Rescue course may undertake further study in a range of qualifications from the HLT07 Health Training Package.

#### Award:

Students successfully completing all required assessments will be awarded a nationally recognised **Statement of Attainment**.

#### Contact:

Please contact Australia Wide First Aid on 1300 336 613 if you have any questions or require any additional information or alternatively, email [info@australiawidefirstaid.com.au](mailto:info@australiawidefirstaid.com.au)