



Student Information Handbook

Re-Issued: 11/2019.v15

TOID: 21703

www.emergency.com.au

Emergency First Aid Pty Ltd

Head Office: Suite 60, 8-34 Gladstone Park Drive, Gladstone Park Victoria 3043

Telephone: 1300 301 193

ABN: 31 100 995 122

Table of Contents

Page

General Information

Introduction	3
Student Attendance and Behaviour	4
Complaints and Appeals	4
Access, Equity and Anti-discrimination Commitment	5
Occupational Health and Safety	5
Privacy and Personal Information	6
Access to Student Records	6
Student Support Services	6-7
Language, Literacy and Numeracy	7-8
Language, Literacy and Numeracy Assistance Programmes	8
Student Safety	8
Academic Misconduct	9

Planning for training and Learner Questionnaire Feedback

Competency-Based Training and Assessment Process	9-10
Recognition of Prior Learning (RPL) and Credit Transfer	10
Training Evaluation – Learner Questionnaires	10

Course information

Enrolment Process	11
-------------------	----

Unique Student Identifier (USI)

Unique Student Identifier information	11
---------------------------------------	----

Fees, Charges and Refunds

Course Fee Refunds	12
Extenuating circumstances	12
Confirmation of Booking/Group Bookings	12
Course Terms and Conditions	13-15
Refunds prior to a course commencement/Non-attendance/Transferring	13-15
Incompletion of course/cancellation of course/Fees paid in advance etc	13-15

Issuing of Qualifications

Issuing of Qualifications	16
Issuing of Qualifications on withdrawal, cancellation or transfer	16

Appendix A – Privacy Policy

17-18

Appendix B – Complaints & Appeals Policy & Procedure

19-22

General Information

Welcome to Emergency First Aid!

Emergency First Aid Pty Ltd is a Recognised Training Organisation (RTO), delivering Nationally Recognised Training under the AQF (Australian Qualifications Framework).

The following information is provided to assist you in ensuring a smooth start to your training and introduction into the First Aid Industry. Please take the time to read through it carefully.

We conduct Online First Aid Courses, Workbook First Aid Courses and even One on One First Aid Courses at home to ensure flexibility.

We also deliver workplace first aid courses in Melbourne and public first aid training throughout the area with venues at Melbourne CBD, a variety of Melbourne suburbs and all over Victoria including holding group first aid courses in Geelong and first aid courses in Bendigo and Ballarat. All venues are subject to changes.

Emergency First Aid Pty Ltd has training venues in all states of Australia.

For further information for location of venues please refer to our website – www.emergency.com.au

Emergency First Aid Pty Ltd has the following nationally accredited courses on its Scope of Registration:

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID006 Apply advanced first aid
- HLTAID007 Apply advanced resuscitation techniques
- UETDRRF06B Perform rescue from a live LV panel

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

The purpose of this Student Information Handbook is to ensure - you as a student, has access to all the information you will need.

If at any point throughout your course you require assistance or support please discuss these needs with Emergency First Aid staff by calling 1300 301 193.

Student Attendance and Behaviour

Students are required to follow all Emergency First Aid rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying Emergency First Aid if they are unable to attend a training session for whatever reason.

For 'Online' students the First Aid practical program builds on the theory, so it is essential that you finish the online training program before attending the practical. Unfortunately you will not be able to attend the practical day if you haven't completed the online component.

Students are also required to adhere to Emergency First Aid academic rules and regulations. If a student is found to have acted in a way that the College deems to be misconduct, they may implement disciplinary action in the form of suspension or cancellation of the student's enrolment.

Students must behave/communicate in a manner appropriate that isn't derogatory, insulting or offensive. Any inappropriate communication will not be tolerated and your course may be suspended or cancelled.

Complaints and Appeals

Students have access to Emergency First Aids' complaints and appeals process. The complaints and appeals policy and procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Emergency First Aid Pty Ltd.

Students are able to submit a formal complaint to Emergency First Aid relating to any concern they may have (such as academic or attendance record decisions, should they feel a person has acted inappropriately or treated someone unfairly, etc). All complaints are handled with confidence and are reviewed by the Director.

A student may also appeal a decision made by Emergency First Aid in regards to an assessment outcome. Where a student feels they have been unfairly judged and assessed on a specified task, project or assessment they may have the assessment reviewed by submitting an appeal form (Complaints Form). Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

All students have access to the complaints and appeals policy and procedure and a copy can be produced by the Student Administration Department at any time upon request.

Refer to: Appendix B – Complaints and Appeals Policy & Procedure – at end of Student Information Handbook.

Access, Equity and Anti-discrimination Commitment

All Emergency First Aid staff will adhere to the principles and practices of access and equity in education and training; they will treat every student fairly and without discrimination. Emergency First Aid has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

Emergency First Aid acknowledges its legal obligations under State and Federal equal opportunity law, including:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Racial Discrimination Act, 1975 (Cth)
- Sex Discrimination Act, 1984 (Cth)
- Disability Discrimination Act, 1992 (Cth)
- Work Place Gender Equality Act 2012 (Cth)
- Fair Work Act 2009 (Cth)
- The Equal Opportunity Act, 1995 (Victoria)

All legislation can be accessed at: www.comlaw.gov.au

Emergency First Aid fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of discrimination on the basis of race, colour, sex, religion, political opinion, national extraction, social origin, age, medical record, criminal record, marital or relationship status, impairment, mental, intellectual or psychiatric disability, physical disability, nationality, sexual orientation, and trade union activity. *As per the Australian Human Rights Commission.*

All College staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

As part of your training and assessment, you have the right to be treated fairly. If you believe you have been treated unfairly by a College Representative, please contact the Director, on 1300 301 193.

Occupational Health and Safety

Emergency First Aid complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to participants in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students, or employees. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at College premises.

Privacy and Personal Information

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Department of Industry, Innovation, Science Research and Tertiary Education and, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

All personal information collected by the Department of Industry, Innovation (the Department) is protected by the Privacy Act 1988 (Privacy Act).

The Department helps the Australian Government achieve its overall objective of quality educational, employment and training outcomes for all Australians through:

- efficient national program management;
- effective working relationships with state and territory governments, education departments, non-government education, science and training authorities, Indigenous education service providers, industry, community groups and other stakeholders;
- auditing, research and analysis in order to maintain, protect and improve our services; and
- policy advice and other support to the Minister.

Generally, the Department collects personal information in order to properly and efficiently carry out its functions (including those listed above), and only uses personal information for the purposes for which it was given to the Department and for directly related purposes (unless otherwise required by or authorised under law).

Refer to: Appendix A - Privacy Statement at end of this Student Information Handbook.

Access to Student Records

Students may access their personal records held by Emergency First Aid at any time. Students may contact student administration to discuss a suitable time to view their file and access will only be granted once a student can confirm their identification. Student Access to the file will be granted within 2 days of confirming the student's identification.

You must promptly notify Emergency First Aid of any change of name, address or contact details. The accuracy of these details is important as they will be used to issue your statement of attainment if eligible.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at the College will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved. If you have specific learning needs or have any difficulties that may be interfering with your studies you need to inform your allocated trainer/assessor immediately to arrange a suitable training plan.

The Director is able to provide links to external sources of support where the staff at the College are, either not qualified or it is in the student's best interests to seek professional advice. Refer to next page.

Emergency First Aid believe that every individual should have the opportunity to advance through learning. To ensure our students meet their full potential during their studies our training will endeavour to support our students whilst undertaking this course. This means working with you to identify the learning styles that suit you best so you can achieve each unit.

To enable learners to monitor and control their own learning, they will be given;

1. Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised;
2. Learning materials and activities that cater for a range of needs (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability);
3. Frequent, clear and objective feedback as to progress;
4. Time and opportunities to correct misunderstandings and to practice partially mastered skills.

Student Support Services

Students can access the student support officer directly or via student administrations and an appointment will be organised as soon as practical. Currently the role and responsibility this 'Student Support Officer' is maintained by the person's detailed below:

Name: Sarah Radi

Telephone: 1300 301 193

Email: sarah@emergency.com.au

Pre Training Review - Language Literacy and Numeracy

Emergency First Aid recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary. You must have a good understanding of the English language as course material is only available in English. You must be able to read, write and interpret documents as you will be required to complete assessment tasks such as short/long answer questions and the ability to complete forms – such as 'incident forms'.

As part of the enrolment process, the student will need to complete a language, literacy and numeracy (LLN) exercise which will be used to assess the LLN ability of the student. Some students may be referred on for special help as required.

We encourage students with Language Literacy or Numeracy concerns to undertake LLN training. A range of support services can be provided for the student upon request. Please contact the Student Support Officer who can refer you to some Language, Literacy and Numeracy Programmes available to you through the government agencies.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer.

Language, Literacy and Numeracy Assistance Programmes

Skills for Education and Employment (SEE)

The Skills for Education and Employment (SEE) programme provides language, literacy and numeracy training to eligible job seekers to enable them to participate more effectively in training or in the labour force.

What kind of training is offered through the SEE programme?

You can get up to 800 hours of free accredited training, starting at your own level and working at your own pace. Training is delivered flexibly through full-time or part-time hours, via face-to-face or distance training which allows you to still look for work or care for your family. A work experience component can also be included in some cases.

Who is eligible?

You are eligible for the Skills for Education and Employment programme if you:

- are 15 to 64 years old
- are registered as a job seeker with Centrelink
- are not a full-time student
- meet the rules on visa status and benefits.

Where can you do training?

There are training organisations all around Australia that provide Skills for Education and Employment training. They are called 'providers'. Providers consist of community organisations, public training providers, such as technical colleges, private providers and universities.

Go to this webpage for further information:

<http://www.industry.gov.au/skills/ProgrammesandAssistance/SEE/Pages/dESult.aspx>

Reading Writing Hotline

The Reading Writing Hotline (the hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice and support. The hotline provides information on:

- adult reading, writing and numeracy classes held locally across Australia or via correspondence
- becoming a literacy volunteer
- adult language, literacy and numeracy teaching and learning resources
- Commonwealth-funded programs for Centrelink clients
- Commonwealth-funded English as a second language programs for migrants
- literacy and numeracy in the workplace for employers.

Further information is available at the Reading Writing Hotline website or phone **1300 655 506**.

<http://www.readingwritinghotline.edu.au/>

Student Safety

Our College has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

When travelling to and from the College venues it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety and all staff are able to assist you with strategies to improve your safety.

Student Safety Tips

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If you are going away, tell someone you trust where you are going and when you will be back.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

Academic Misconduct

Students at Emergency First Aid are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Plagiarism:

It is the act of presenting another persons' work as your own, and failing to acknowledging that the thought, ideas or writings are of another person.

Specifically it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

Academic misconduct is considered a serious offence at Emergency First Aid. For students who have been deemed to intentionally plagiarize/ cheat, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/ or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.

If the student does not agree with the RTO's decision, then they are able access the Complaints and Appeals Policy and Procedure.

All students have access to the Academic Misconduct Policy and Procedure and a copy can be produced by the Student Administration Department at any time upon request.

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises. Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based, online, distance learning) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Competency-Based Training and Assessment Process *continued*

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second and third time they are to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment. Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by Emergency First Aid.

To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of the College. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Training Evaluation – Learner Questionnaires – Feedback Process

Emergency First Aid fully appreciates and acts accordingly to any feedback that you give us. A feedback form/link called a **Learner Questionnaire** will be forwarded to you on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Learner Questionnaires – emailed link to every student for your Feedback

Please tell us about your training when you receive the link – it doesn't take long to do but the information you provide is valuable to us. Your feedback plays an important role in developing the quality of your education.

In this questionnaire, the term 'training' refers to learning experiences with your training organisation.

This quality indicator focuses on the extent to which learners engage in activities that are likely to promote high-quality skill outcomes. It includes learner perceptions of the quality of their competency development and the support they receive from their RTOs.

The data gathered is to measure your experiences and as an RTO we must gather and analyse this data each year.

Course information

Prior to enrolment, we will provide all participants with course information, including content and vocational outcomes. Refer to the Course Information Sheets found on the website for each course.

For further course details, entry requirements, tuition fees, and related information or go to our website www.emergency.com.au

Enrolment Process

The enrolment process is completed by following the steps outlined below:

Participants will be required to fill in an Emergency First Aid Pty Ltd Student Enrolment Form when signing up to start a course. Fees are to be paid in full at the start of any new course or by alternative arrangements made only with Emergency First Aid Pty Ltd Training Manager.

Students must bring at least one form of Photo Identification that will need to be sighted on Enrolment. Cancellations of fees apply in some circumstances where students fail to notify Emergency First Aid Pty Ltd of withdrawing from a course. (See Fees and Charges policy further on)

Where there is a limit to the number of places that are available for selection by potential clients, the following selection process will apply:

- Only applicants who meet the requirements for course entry as set out in the training package or accredited course will be accepted.
- Where applicants do not have the prerequisite requirements for course entry they may be offered an alternative course more appropriate to their skill level, or will be advised of other training providers who could assist them in gaining the prerequisite skills.
- Where there are more applicants meeting course entry requirements than there are available places, applicants will be accepted on a 'first come, first served' basis. Persons not accepted on this basis will be placed, in order, on a waiting list in case one or more persons accepted into the program subsequently withdraw.

Please Note: The information collected on the Student Enrolment Form is used for administrative and statistical purposes and will remain confidential.

Unique Student Identifier (USI) - What is a USI?

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

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

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

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

<http://www.usi.gov.au/students>

Please note:

A USI must be supplied to EFA prior to us being able to issue a Nationally Recognised Statement of Attainment

Fees, Charges and Refunds

For up to date information relating to course dates and fee schedules please refer to our website for the latest information. www.emergency.com.au

Please note that Emergency First Aid may update fees and charges from time to time and it is recommended potential students contact the RTO to ensure the most up to date information is obtained.

Course Fee Refunds

All applications for refunds must be made in writing by way of the 'Application for Refund Form' and submitted to Student Administration. Approved applications will be processed within 10 days from the date of application. The assessment of refund applications shall be granted as indicated in Terms and Conditions

Outline of Refunds	
Withdrawal prior to agreed start date	Full refund – if at least 5 day's notice is given
Withdrawal after the agreed start date (Refer <i>Withdrawal after course commencement</i>)	50% refund of unused tuition fees if notice is given less than 5 days before practical date
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the Student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances will be assessed on a case by case situation.

Please note: where the Student breaches the RTO Policies and Procedures no refund is payable.

Confirmation of Booking

Payment in full is required prior to course commencement to secure a place with all EFA Courses. This includes any Transfer Fees that may be applied to multiple transfer participants (see Terms and Conditions 4: "Transferring to another course after Enrolment" below).

Course Terms and Conditions

The following terms and conditions apply to the delivery of Training by Emergency First Aid:

1. Application

Where relevant, these Course Terms and Conditions must be read in conjunction with any applicable Training Agreement, and Emergency First Aid's Payment Terms and Conditions located on enrolment form.

2. Fees and refunds

1. Unless a Training Agreement applies, participants must pay all course fees in full prior to the commencement of the course, to secure a place in a course conducted by Emergency First Aid.
2. Refunds will only be paid in the manner set out in these Course Terms and Conditions.

3. Bookings

General

1. Emergency First Aid will give preference to participants who book and pay in full online or via phone and by credit card.
2. Participants who select EFT, cheque or money order as the payment method for course fees will be placed on a waiting list until their payment has been processed and received as clear funds.
3. Placements in courses are allocated in accordance with the order in which payments are received in full.
4. Emergency First Aid will endeavour to place participants in their chosen course, but Emergency First Aid accepts no liability for any loss, cost, damage or inconvenience which may directly or indirectly result from a participant being unable to be placed in their chosen course.
5. Emergency First Aid reserves the right to cancel bookings if not paid for in full within 48 hours of the booking being made.

Group Bookings

6. Emergency First Aid may issue an invoice when a group booking is made and requires payment in full prior to course commencement date (unless otherwise specified).
7. Where Emergency First Aid has provided course fees details/quotation based on a number of participants given by a group organiser, Emergency First Aid's invoice will be based on that number of participants, with the invoice being payable after course commencement upon Emergency First Aid receiving the confirmed numbers from the attendance list.
8. The group organiser must notify Emergency First Aid prior to course commencement of the number of participants or any changes to the number of participants. Emergency First Aid will charge a minimum capped fee for ten (10) participants or less.
9. If the group organiser advises Emergency First Aid prior to course commencement date that there will be fewer participants than registered, Emergency First Aid will attempt to place the non-attendees in a public course closest to the location of the group course, however, if the minimum numbers of course attendees do not exceed ten (10) then the minimum capped fee will be applied.
10. The group organiser will ensure all participants have registered, enrolled and completed the online component before the training day using the link sent by EFA.

4. Withdrawal

1. Emergency First Aid will issue a full refund if written advice is received a minimum of 5 days prior to course commencement.
2. It is regrettable that no refund can be made for withdrawals received less than 5 days prior to course commencement.
3. Should you be unable to attend, a substitute participant is welcome at no extra charge; please advise our customer service team.
4. Refunds will be issued within 10 days of receiving a written Application for Refund request. Bookings paid by credit card will be refunded to the same credit card. All other refunds will be paid by Electronic Funds Transfer (EFT) into your nominated bank account and will be issued to the name of the person nominated in the Refund Payment details section of the Application for Refund form.
5. Emergency First Aid will not refund any course fees:
 1. if a refund request is not received within the time set out in clause 4.1 and 4.2;
 2. if the participant commences the course; or
 3. after a course transfer.

5. Course transfers

1. Emergency First Aid will be pleased to transfer your booking to another date at no cost when we are advised at least 5 days prior to your scheduled practical day.
2. Only 1 (one) free transfer is applicable, a subsequent transfer will incur a 100% of the course fee as a course transfer fee.
3. A transfer fee equal to 50% of the course fee will apply to transfer your booking if notice is given less than 5 days prior to course commencement an additional 100% of the course fee as a course transfer fee will apply if wishing to transfer further practical dates. This transfer fee is inclusive of GST
4. Please be aware that you are unable to transfer your booking on the day of the course.
5. No certificates or Statements of Attainment will be issued until all course fees and transfer fees are paid in full.
6. No refunds will be issued after course transfers.

6. Non-attendance

1. *General*

Participants who fail to attend their scheduled course will be deemed a "no show" and will not be assessed or be entitled to a refund unless that person contacts Emergency First Aid and supplies a medical certificate within 24 hours of the scheduled course.

2. *Online/Workbook Component*

Participants that have not completed the online or workbook component prior to attending the practical course will not be eligible to attend the practical day and transfer fee of 100% of the course fees will apply

7. Non-completion

1. If a participant is deemed Not Yet Competent during a practical component:
 1. Emergency First Aid will attempt to transfer the participant into a different scheduling of the same course (no fee will apply); but
 2. Emergency First Aid will retain 50% of the course fee if the participant cannot be transferred, and refund the balance.
 3. If a participant does not complete the practical session, Emergency First Aid will attempt to transfer the participant into a different scheduling of the same course.
2. If the participant is transferred and is unable to attend the alternate scheduled practical component, Emergency First Aid will not refund any part of the course fee.
3. All Online and Workbook courses must be completed within 3 months of enrolment date. Failure to complete course within this timeframe may incur additional costs, which reflect the price structure at that time.

8. Cancellations

1. Emergency First Aid will endeavour not to cancel public courses.
2. However, Emergency First Aid reserves the right to cancel courses or change course dates if necessary.
3. If Emergency First Aid cancels a course:
 1. Emergency First Aid will refund (in full) those participants who request a refund, within 10 days of the scheduled course commencement; or
 2. Emergency First Aid will permit participants to transfer to another schedule of the same course without charge

9. Correspondence

All correspondence in relation to course transfers and refunds should be sent to
Emergency First Aid
Suite 60, 8-34 Gladstone Park Drive, Gladstone Park Victoria 3043
or emailed to: info@emergency.com.au.
For all verbal enquiries and notifications, please contact 1300 301 193.

Fees Paid in Advance:

Students fee's paid in advance of the course will be held in a holding account until course commencement to ensure refunds are completed as per 8.3.

Appealing Refund decisions

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact Student Administration Department.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

Issuing of Qualifications

All students will be issued a Qualification Certificate and Statement of Results or Statement of Attainment within 14 days of successful completion of all requirements for units of competency completed, on the condition that all fees have been paid in full.

Please note: A USI must be supplied to Emergency First Aid prior to us being able to issue a Nationally Recognised Qualification or Statement of Attainment.

Issuing of Qualifications on withdrawal, cancellation or transfer

Students that withdraw, cancel or transfer from any course, will be issued with a Statement of Attainment for all units of competency that have been successfully completed, on the condition that all fees have been paid in full for the tuition related to the units of competency.

Replacement of Certificates

If an original certificate or statement of attainment is lost and a replacement is requested, a fee of \$25.00 will be required.

Re-Assessment Fees

In the event that a student needs to re sit an assessment task or needs to undergo re-assessment of a practical task, additional charges may be required to cover the cost of materials used. No other fees will be charged on the first occasion.

A fee of \$50.00 per hour plus materials may be charged on the second and any subsequent occasions.

Appendix A:

**Emergency First Aid Pty Ltd
Privacy & Personal Information Statement**

Emergency First Aid Pty Ltd is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' and 'us' in this document, it means Emergency First Aid Pty Ltd.

Your Personal Information

In order to provide you with training, employment and associated services, we may need to collect personal information such as your name, address, work history, qualifications, job seeker identification number, government benefit card, etc.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). There are laws that protect a student's USI and USI's must not be collected, used or disclosed by anyone except as allowed by the laws. The student's privacy is further protected by laws requiring that any personal information collected by a training organisation solely for the purpose of creating a USI on their behalf is to be destroyed after the USI is created.

The personal details of individuals held by the Student Identifiers Registrar will be protected by the Privacy Act 1988 (Cth).

If you decline to provide your personal information, Emergency First Aid Pty Ltd may not be able to:

- provide the product or service you requested, or
- enter into a business relationship with you.

Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer. However, this will not include sensitive information.

Collection of personal information for the Unique Student Identifier (USI).

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

Use and disclosure

We will use our best efforts to ensure that the information you provide to us remains private and is used only for the purposes you agree to.

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of the RTO business are transferred

Access to personal information

You can access the personal information we hold on you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the Student Administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

Storage & Security

We will take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We will take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

The students USI will be stored by the USI Registry System, along with some personal information about the student, such as their name, date of birth and a way of contacting them such as an email address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with their training records.

Where is my USI stored?

For safety and security your personal details are held in a different location to your training records and results but your USI is held in both locations.

Your USI will be stored by the USI system, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address. The USI will also be held by the National Centre for Vocational Education Research (NCVER) in a separate database along with your training records.

Then each time you login into your USI account the two systems will talk to each other and your personal information and training records and results will both appear in your account even though the information comes from two different locations, as required by law. This happens because the protection of your USI and the information it stores is paramount so these safeguards are in place.

Resolving privacy concerns

If you wish to raise a concern about a privacy matter should contact the Student Administrations Department.

For further information:

- **USI's**
<http://www.usi.gov.au/Students/Pages/student-privacy.aspx>
- **Privacy Act 1988 – Office of the Australian Information Commissioner**
<http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

Appendix B:

**Emergency First Aid Pty Ltd
Complaints and Appeals Procedure**

Policy

This policy/procedure supports the Standards for Registered Training Organisation's (RTO's) 2015 in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Emergency First Aid Pty Ltd will be viewed as an opportunity for improvement.

Despite all efforts of Emergency First Aid Pty Ltd to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

Standards for Registered Training Organisation's (RTO's) 2015

Clauses 6.1 – 6.6 - Manage complaints and appeals

Clause 6.1

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- a) the RTO, its trainers, assessors or other staff
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff or
- c) a learner of the RTO.

Clause 6.2

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

Clause 6.3

The RTO's complaints policy and appeals policy:

- a) Ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- b) Are publicly available
- c) Set out the procedure for making a complaint or requesting an appeal
- d) Ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and
- e) Provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Clause 6.4

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO

- a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- b) regularly updates the complainant or appellant on the progress of the matter.

Clause 6.5

The RTO:

- a) securely maintains records of all complaints and appeals and their outcomes, and
- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Clause 6.6

Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

What this Standard means for our RTO

Our RTO must have a policy for dealing with complaints about our organisation, third parties, staff or other learners. We must also have an appeals policy, in case our RTO is requested to review or reconsider a decision it has made (e.g. an assessment decision).

We must make these policies publicly available, for example, by including them on our RTO's website or displaying them in common areas for staff and learners.

Make the process for lodging a complaint or appeal clear and explain what will happen as a result. Ensure people are not disadvantaged. Specifically, do not:

- require them to complete overly complex forms, which can be a barrier to learners expressing their concerns, or
- require learners to provide extensive written information as part of the complaints process.

Allowing learners to easily engage with the staff of our RTO about any concerns they have can stop minor issues becoming larger.

Our RTO's process must follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by our RTO, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Ensure that the decision maker is independent of the decision being reviewed (e.g. an assessor should not consider or decide an appeal against an assessment decision they made).

If the person making the complaint or appeal is not happy with the outcome, make arrangements for an independent third party to review the complaint or appeal. Disclose any costs associated with a third party review in our policy, so all parties are aware of any costs they may need to pay. Note that ASQA is not able to act as the independent third party for reviewing complaints.

Deal with complaints and appeals promptly. Identify the timeframes that will apply to resolution of complaints and appeals, so that complainants know how long it should take to get a response from your RTO at all stages of the process. This will minimise the chance of complainants referring their complaint to ASQA, which can incur additional costs to our RTO. If a complaint or appeal (including any review process) will take more than 60 days to finalise, write to the people involved explaining the delay.

Record all complaints and appeals received, and document outcomes. Use this information to review your RTO's processes and practices to ensure the issue doesn't happen again.

Procedure

Informal process

Where possible all non-formal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

General Complaints

- Any student, potential student, or third party may submit a formal complaint to Emergency First Aid with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

- A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints or Appeals Form' and state their case providing as many details as possible. This application form can be gained by contacting Student Administration at Emergency First Aid.
Refer: VCID.SMS.05 – Complaints or Appeals Form
- All formally submitted complaints or appeals are submitted to the Training Manager. It is their responsibility to deal with the complaint in the first instance. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant;
 - Nature of complaint ;
 - Date of the event which lead to the complaint
 - Attachments (if applicable);
- Once a formal complaint is received it is to be entered into the 'Complaints Log Register' which is monitored by the Director/Compliance Officer regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant;
 - Description of complaint / appeal
 - Determined Resolution; and
 - Date of Resolution.
- A student may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times. Students are able to present their case in person.
- Once a complaint has been filed and logged in the 'Complaints Log Register' the Training Manager shall notify the Director/Compliance Officer of the complaint and provide any further documentation related to the matter. Refer: VCID.QMSR.09 – Complaints Log Register
- The Director/Compliance Officer shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached the Director/Compliance Officer shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.
- The Director/Compliance Officer shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action that is required, and advise the student of the outcome.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints Register' by the Compliance Officer and a copy sent to the Director/Training Manager to place on the students file.
- The College will ensure that it follows the principles of fairness and natural justice in dealing with all complaints. Refer to: VCID.QMS.16 – Complaints and Appeals Verification Report

Appealing a Decision

All students have the right to appeal decisions made by Emergency First Aid where reasonable grounds can be established. The areas in which a student may appeal a decision made by Emergency First Aid may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by Emergency First Aid in the first instance.

-
- To activate the appeals process the student is to complete a 'Complaints or Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.
 - The Director/Compliance Officer shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
 - The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
 - The Director/Compliance Officer shall ensure that Emergency First Aid acts on any substantiated appeal.
 - Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify Emergency First Aid in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through student administrations and the student administration manager shall ensure the details of the appeal are added to the 'Complaints Log Register'.
- The Director/Compliance Officer shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints Log Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Emergency First Aid if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints Log Register'.
- The Director/Compliance Officer shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Emergency First Aid Pty Ltd.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints Log Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Emergency First Aid Pty Ltd if they wish to proceed with the external appeals process.

External Appeals

- If a student is still dissatisfied with the decision of Emergency First Aid Pty Ltd, a student may wish to refer the matter to an external independent / third party mediator.
- Appeals can relate to assessment decisions but they can also relate to other decisions, such as a decision to exclude a learner from a program. Clients should be encouraged to resolve complaints and appeals through your complaint mechanisms. If they are not satisfied with the outcomes of these processes they should be referred to the state or territory registering body.

National Registering Body – Australian Skills Quality Authority (ASQA)

- If you are unsure whether ASQA can help with your complaint, call the complaints team on 1300 701 801 or email complaintsteam@asqa.gov.au
- Where a decision or outcome is in favour of the student the RTO shall follow the required action and recommendation from the third party mediator to satisfy the student’s appeal as soon as practicable.

Important information about ASQA’s complaint-handling role:

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—their resources are limited so must focus on the most serious complaints.
- ASQA’s role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.

As per ASQA’s website

National Training Complaints Hotline

Anyone with a complaint or query about the VET training sector can call the National Training Hotline. The hotline directs complaints to the appropriate Commonwealth, state or territory organisation for help.

The hotline also allows the Department of Education and Training to analyse complaint trends in order to quickly identify what further action and improvements are needed.

The National Training Complaints Hotline is accessible on 13 38 73 and is available Monday to Friday, from 8am to 6pm.

You can also send complaints via email to skilling@education.gov.au.

Thank you for reading our Student Information Handbook

– we hope you enjoy your training!