

EMERGENCY
FIRST AID



Student Information Handbook

TOID: 21703

www.emergency.com.au

Emergency First Aid Pty Ltd

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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 First Aid Courses, Workbook First Aid Courses and 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.

For information of training venues please refer to our website – www.emergency.com.au

Emergency First Aid Pty Ltd nationally accredited courses on its Scope of Registration available to view at www.emergency.com.au

In addition a list of all courses are listed in the Fees' and Charges under the Student information tab of our website www.emergency.com.au

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. You may 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 Emergency First Aid 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.

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 Emergency First Aid 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 of Emergency First Aid classes..

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).

Access to Student Records

Students may access their personal records held by Emergency First Aid at any time. Students may contact student services to discuss how to access their file and access will only be granted once a student can confirm their identification. Student Access to the file will be granted immediately once confirming the student's identity . 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 Emergency First Aid 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 Emergency First Aid 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.

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 'Learning and Development Co-ordinator' is maintained by the person's detailed below:

Name: Raelene Heddle Telephone: 1300 301 193

Email: learninganddevelopment@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/dESlult.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

Emergency First Aid 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 training 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 Services 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.

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 Emergency First Aid. 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 within 5 days of your 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

You can refer to the POL.PRO 3.1 Fees, Refunds & Protection of Fees for up to date information relating to fees, charges and refunds on our website. www.emergency.com.au under Student Information Tab

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 14 business 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 switch fees that may be applied to multiple transfer participants (see Terms and Conditions 4: “Switching 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 with 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 business days of receiving a written Application for Refund request. Bookings paid by credit card will be refunded to the same credit card, as payments by PayPalAll 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 switching from a previous course date into another .

5. Course switch

1. Emergency First Aid will be pleased to transfer your booking to another date at no cost when advised at least 5 days prior to your scheduled practical day.
2. A transfer fee of \$10.00 will apply to transfer your booking if notice is given less than 5 days prior to course commencement.
3. Please be aware that you are unable to switch your booking on the day of the course. This will be considered as a DNA (Did Not Attend) refer to 6 Non attendance
4. No certificates or Statements of Attainment will be issued until all course fees and transfer fees are paid in full.
5. No refunds will be issued after course transfers.

6. Non-attendance**1. General**

1. Participants who fail to attend their scheduled course will be deemed a "Did not Attend" 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. If DNA makes contact with Emergency First Aid and requests a new booking date, then a 50% fee will be charged
3. Should this be required a second time, the participant will be charged a full fee

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 business 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
4. Should there be a requirement to transfer into another date then a fee of \$10.00 will be charged

9. Correspondence

All correspondence in relation to course transfers and refunds should be emailed to info@emergency.com.au .
alternatively attend Emergency First Aid's Head Office
Suite 60, 8-34 Gladstone Park Drive, Gladstone Park Victoria 3043

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 Policy 3.1.

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 Services 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 Statement of Attainment within 14 business 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 issue a Nationally Recognised Statement of Attainment.

Replacement of Certificates

If an original certificate or Statement of Attainment is requested, Emergency First Aid will charge a fee of \$10.00 will be payable. Alternatively; students can log into their portal and access their Certificates at anytime with no additional charge.

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.

***Thank you for reading our Student Information Handbook and choosing
Emergency First Aid***

References

POL.PRO 3.1 Fees, Refunds & Protection of Fees Policy

SMS.ADM.04 Course Fees and Charges

SMS.ADM03 Personal & Privacy Statement

POL.PRO 1.5 – Complaints and Appeals Policy and Procedure