



**CPR
FIRST AID**

**Student Handbook
V20230828**

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Welcome to CPR First Aid

CPR First Aid is a registered training organisation ([21903](#)) with the Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services nationally.

Philosophy

We pride ourselves on providing quality and cost-effective courses to the community. We aim to create innovative courses and maintain excellence in the delivery of training and customer service.

Commitment to Quality

We constantly monitor and improve our services to ensure customer satisfaction and ensure compliance standards are maintained.

At **CPR First Aid**, we pride ourselves on:

- Providing excellent customer service
- Understanding our customers' needs
- Delivering quality, cost-effective courses
- Achieving results in appropriate timeframe

Copyright Notice

All materials, study aid, forms and associated information that prospective and enrolled Students encounter in their dealings with CPR First Aid remain the property of CPR First Aid

1. Code of Practice

The commitments set out in the CPR First Aid Code of Practice underpin the operations of the organisation. All staff will abide by its provisions.

1.1. Code of Practice

CPR First Aid provides the highest standard of vocational education and training in the field of First Aid and WH&S. Our *Code of Practice* outlines our operational policies and our commitment to our clients.

CPR First Aid:

- Is committed to the continuous improvement of its training delivery and assessment services
- Complies with all regulatory and legislative requirements
- Ensures all advertising material meets ASQA marketing requirements
- Provides accurate, relevant and up-to-date information
- Clearly outlines its fees and charges, refund policies and other pre-course information
- Enrol applicants to its courses on the basis of access and equity
- Provides adequate facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual
- Employs suitably qualified and experienced staff
- Conducts fair, flexible, valid and reliable competency-based assessments
- Provides an assessment appeals procedure and opportunities for reassessment
- Provides academic support to students or referral to external agencies for additional learning support
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential and secure training and financial records
- Provides timely and accurate reporting to government agencies

2. Course Information

- a. CPR First Aid is a Registered Training Organisation (RTO [21903](#)). We provide training and assessment services in the area of First Aid and WH&S. The nationally recognised qualifications on our scope of registration include:
 - [HLTAID009](#) Provide cardiopulmonary resuscitation (CPR)
 - [HLTAID010](#) Provide basic emergency life support
 - [HLTAID011](#) Provide First Aid
 - [HLTAID012](#) Provide First Aid in an education and care setting
 - [HLTAID014](#) Provide Advanced First Aid
 - [22578VIC](#) Course in First Aid Management of Anaphylaxis
 - [22556VIC](#) Course Management of Asthma Risks and Emergencies in the Workplace

2.1. Course Enrolment Conditions

- a. Whilst studying the before mentioned units of competency, you will be enrolled with CPR First Aid, (RTO [21903](#)) which will be responsible for the quality of training and assessment provided and for the issuing of statement of attainments
- b. Upon enrolment, advise CPR First Aid of any pre-existing condition or limitation that can impact you while attempting any of the physical aspects as part of the assessment process, especially if there is a health risk involved
- c. Whilst studying with CPR First Aid all of its terms and conditions will apply, including:
 - Students can contact us at CPR First Aid at any time during working hours on 1300 642 427
 - As needed, students have public access to Policy, Procedures and submission forms for student “Complaints and Appeals” that can be submitted to CPR First Aid
 - Students will receive communication as soon as practicable where there are any changes to:
 - Agreed services
 - Change of ownership
 - Student rights in the event that CPR First Aid closes or ceases to deliver any part of the training product that the student is enrolled in
 - Students will be informed of all relevant fee information prior to enrolment, including payment terms and conditions, including deposits and refunds
 - The student’s rights to obtain a refund for services not provided by CPR First Aid in the event the arrangement is terminated early or have failed to provide the agreed services
- d. For comprehensive details of all critical aspects, ensure that you have read and understood CPR First Aid’s Student Handbook and accompanying policies before enrolment.

2.2. Course timetable

- a. Our one-day courses are available at various locations across Melbourne and Sydney, 7 days per week. Please refer to our website www.cprfirstaid.com.au for available dates (select ‘Enrol Now’ to view course and location dates).

2.3. Induction to Course

- a. Prior to the commencement of any CPR First Aid course, you will be provided with this student handbook which is accessible on our website or is attached to enrolment confirmation emails as a PDF document.
- b. Our website also provides additional information related to our courses:
 - Your obligations as a student and the requirements to receive a qualification
 - The Statement of Attainment issued on successful completion of the course
 - Course timetable
 - Course content
- c. At your class the trainer will run through induction items such as:
 - Trainer background and experience
 - Emergency evacuation procedures

2.4. Attendance

- a. Students are required to attend the practical session in order to be assessed for competency.
- b. If you cannot attend a class, you are required to notify CPR First Aid in advance via email: admin@cprfirstaid.com.au
- c. Please arrive on time for the administration and mini quiz. If you arrive late you cannot be admitted to the class as you have missed administration and would delay the commencement of the class for all attendees. Please allow additional travel time for any public transport or traffic delays. CPR First Aid is not responsible for late arrival due to any travel delays. If you do not arrive by the scheduled start time you will not be admitted and will need to book into a new course, all payments will be forfeited.

2.5. Delivery Mode

- a. Our courses are conducted face-to-face in the classroom with some self-paced pre-course theory that must be completed prior to commencing your class (except the full-length Unit HLTAID0009 Provide cardiopulmonary resuscitation (CPR).
- b. All students must satisfactorily complete a face-to-face practical assessment session to be considered competent.
- c. All courses are delivered in English, so moderate English is required.

2.6. Training Facilities & Equipment

- a. CPR First Aid offers training in our own training rooms in Melbourne CBD, Sydney CBD and Parramatta. We also offer training at suburban venues across Melbourne and Sydney. Refer to our website 'enrol now' tab for all available locations and courses.
- b. We provide all the necessary equipment and paperwork for practical training sessions. Students should note that class assessments include both practical and theory components.

2.7. Evaluation

- a. As part of our continuous improvement procedures, you will be asked to complete a Course Evaluation Survey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources, materials and the assessment procedures.
- b. Your comments enable us to make sure that your expectations are met and to improve our services where possible.

3. Fees and Charges

3.1. Fees & Refund Policy

- a. The following policy and procedures define how any of CPR First Aid Students can apply for a refund for course fees. The policy information is transparent and ensures that all Students are treated fairly and with integrity when applying for refunds. They are designed to ensure that CPR First Aid complies with the requirements of ASQA and the [Standards for](#)

[Registered Training Organisations \(RTOs\) 2015](#) in relation to the refund of fees paid by our clients.

- b. The policy applies to all learners that have enrolled into a course and to fees collected for the course which has been paid in advance. **A Learner will not be considered as enrolled until they have paid in full.** All learners will indicate upon enrolment into any course or unit that they have read, understood and accept these terms.
- c. CPR First Aid will notify Learners when any change occurs that may affect the services you are provided to them. This includes a change in ownership of the RTO.
- d. We advise that CPR First Aid abides by the Consumer Protection legislation and will at all times respect each learner's consumer rights. Refer to:
 - [Australian Consumer Law and Fair Trading Act 2012](#)
 - [Australian Consumer Law and Fair Trading Regulations 2012](#)
- e. **Cooling-Off Period:** A '10 business day cooling-off period' under the Australian Consumer Law **does not** apply where a Student of their own initiative approaches the RTO and while being fully aware of the RTO's 'Terms & Conditions' books into a course.
 - If a Student was directly approached (face to face or via phone) by a training provider or a marketer, signed up on the spot and required to pay for the course upfront, then the '10 business day cooling-off period' would apply.

3.2. Fees Schedule

- a. CPR First Aid course fees cover all tuition costs including on-line study access and classroom materials. The course fees are available on request 1300 642 427 or via our website www.cprfirstaid.com.au.
- b. The payment of all fees and charges is receipted and dated at the time of payment. All financial records are maintained in a secure Student Management System.

3.3. Transfers, Withdrawals & Refunds

- a. You may transfer your enrolment into another practical session subject to the following conditions:
 - You provide at least 48 hours notice before the class by contacting administration via our [Transfer Request Form](#) with your request for transfer with a valid reason. You will be charged a \$25 transfer fee which is payable on the day that you request your transfer
 - There is a vacancy in the session that you would like to attend
 - Transfer date must be within 3 months from the date of the initial date that you booked (not the class date but the date you booked on the website)
 - Should a client transfer to another class date or location then CPR First Aid can invoice for the difference if the cost is higher at the new location
 - We will not refund the difference for classes that are listed as a lower amount at a different date and/or location
 - Students who do not attend their scheduled course will forfeit all payments

- Clients can upgrade their enrolment e.g. CPR to Provide first aid provided notification is received more than 48 hours prior to current booking date and the course difference must be paid via credit card at the time of request
- CPR First Aid does not allow students to shift their courses on the day of the practical training e.g. from *HLTAID009 Provide cardiopulmonary resuscitation (CPR)* to *HLTAID011 Provide first aid*
- Clients that are required to transfer due to cancelled classes will be transferred free of charge

3.4. Withdrawals & Refunds

- a. A refund will only be paid:
 - If you have overpaid the fee.
 - Or a free transfer will be given if CPR First Aid cancels a class. The full amount of fees paid will be refunded if a transfer to another course is declined
 - If CPR First Aid is to cease trading before training and assessment commencement or failed to deliver the training that you have purchased
 - Where a Student has given notice of 10 days prior to the class with a written valid reason as to why the refund is warranted. When approved by CPR First Aid, will be entitled to a full refund. Please email your written request to admin@cprfirstaid.com.au. This will incur a \$15.00 processing fee.
 - For Students with learning difficulties beyond our areas of expertise and therefore are unable to continue or start the course are referred to external specialist agencies and given a full refund
 - To the person/organisation that made the original payment. Refunds will be made into the credit card that made the original payment.
- b. A refund will not be provided:
 - When a Student that does not attend their scheduled course. Will forfeit all payments
 - For Students who arrived after the scheduled start and therefore not be permitted into the class. All payments will be forfeited
 - For A student who does not notify CPR First Aid of their cancellation at least 10 days prior to the class date. Will not be entitled to a refund and will forfeit the full course fees
 - For a Student that fails to complete the course by cancelling or withdrawing their enrolment midway through their training and assessment sessions
 - The Student has been expelled from scheduled training and assessment sessions by breaching the required code of conduct as described in the Student Handbook
 - If the Student had failed to pay the course fees

3.5. Class Cancellation Policy

- a. CPR First Aid may cancel a class due to low enrolment numbers
- b. CPR First Aid may cancel a practical session due to unforeseen circumstances, such as damage to the training venue
- c. If a practical session is cancelled, the enrolled Students will be offered a transfer into another session at no extra charge
- d. If there are no suitable sessions available, enrolled Students will be offered a full refund

3.6. Non-Attendance to a course without prior notice

- a. The student will forfeit 100% of the course fee if notification is not received prior to the commencement of the class.

3.7. Incompletion of Practical Session

- a. If you attend the practical session but need to leave due illness, CPR First Aid will offer you a transfer into another practical session at no additional fee
- b. Classes will take breaks during the day for lunch or dinner. If you leave the building and fail to return to the classroom by the time resumption of training, the trainer has the right to refuse you entry to the classroom. In this case, you will not be able to be assessed in your enrolled class; you will not receive your Statement of Attainment until you successfully complete the required assessments and you would have to rebook and repay for another class
- c. If a trainer identifies that a learner needs language or literacy support to complete the assessments of essential skills, then that learner will be directed to support services before they can participate in the classroom training and assessment. The learner will then be offered the option of completing the class at a later date, which may incur an additional cost, or a full refund will be provided.

3.8. Special Needs Assistance

- a. Students with special needs or disabilities are asked to disclose this information in their enrolment form prior to course commencement. You are requested to describe the nature of the special needs, e.g. hearing impairment, language difficulty, learning difficulty, physical limitations that may impede a Student from completing the physical assessments tasks required for CPR, etc.
- b. CPR First Aid will ensure complete confidentiality of this information.
- c. If you require an assistant in the classroom to provide learning support, there may be additional costs involved in arranging and paying for interpreters and other support specialists. This will be at a Student's own cost.
- d. Anyone requiring assistance should note this on the booking form when enrolling
- e. You will be contacted about your special needs request to discuss if you have made your own arrangements
- f. Note that CPR First Aid Trainers are not qualified or able to physically support or assist Students with physical limitations. Expert/qualified assistants should be utilised via prior private arrangement at Student's own cost
- g. Students with special needs requiring outside support and assistance can arrange for a private booking as our Public classes cannot accommodate such requirements. Enquire with the office for course costs.
- h. Please refer to Section 4.5 for more information on learner support.

4. Training Delivery and Assessment Services

4.1. Trainer Qualifications

- a. CPR First Aid trainers have the relevant qualifications as required by *Standards for Registered Training Organisations (RTOs) 2015*. These include:

- Skills, knowledge and experience in First Aid and WH&S
- Qualifications in training and assessment
- Vast experience in the health and safety related areas of industry

4.2. Student Recruitment

- a. Student recruitment to CPR First Aid is carried out in an ethical manner in accordance with Access and Equity Principles.
- b. Access to our courses are open to all applicants subject to payment of fees and completion of pre-course theory requirements.

4.3. Enrolment & Fees

- a. All pricing is in Australian dollars (AUD)
- b. Course payment must be received at the time of booking
- c. CPR First Aid reserves the right to adjust the price of the training session to ensure that all costs of conducting the class are met and that enrolled Students are not disadvantaged
- d. Confirmation of your booking will be sent to you via email which will include your tax invoice. You need to check the spelling of your name or the names of the enrolled Students on the attached invoice. If they are incorrect, you have to respond to the email with the correct spelling as soon as possible before your practical session so that CPR First Aid can prepare your certificate accurately. **Correcting the spelling and posting a new certificate after your class will attract a \$33.00 administration fee (GST inclusive) if we are not notified within 24 hours before the class**
- e. Payment can be made through our website using only:
 - Visa or MasterCard credit cards, alternatively, we can take payment over the phone using Visa or MasterCard which will attract a \$20 administration fee
 - We cannot take payment in cash or at our office on the day of training at the training venue.

4.4. Incompletion of Online Theory

- a. CPR First Aid advises that the online theory must be completed at least 24 hours prior to attending the practical session as this is a prerequisite for the practical course. If you have not completed the theory prior to the course, you will not be allowed to attend the training session and all monies paid will be forfeited
- b. In order to pass the required theory component, all the questions must be answered correctly
- c. Completion of the online theory is part of your formal assessment. The trainer will re- assess you on some of the content in the practical session. If the trainer suspects that this is not your own work, they may withhold your Statement of Attainment until they are satisfied that you know the theoretical component of first aid.

4.5. Learner Support

- a. The learning support strategies used by trainers at CPR First Aid include:
 - Online theory technical support if required
 - Demonstrating procedures

- Providing opportunities for 'hands-on' experience and practice
- Providing individual support and advice to students
- Providing written learning material and illustrations to reinforce the learning

b. We will support all students that enrol at the best level that we can.

c. Refer to [Appendix 1: Support Services Directory](#)

4.6. Language, Literacy & Numeracy (LLN)

a. Students with issues relating to Language, Literacy and Numeracy can expect that we will:

- Provide examples and models of completed tasks
- Ensure that documents and forms are written and formatted in plain English
- Use clear headings, highlight certain keywords or phrases and provide explanations of all technical terms used
- Assessments can be conducted using the interview technique where required
- Conduct practical literacy and numeracy assessment prior to the class commencement to identify any potential learning issues
- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage students to ask questions
- Ask questions to ensure students understand

b. Ask students to identify in words, what the exact problem is and how they might solve it

c. Show students how to do the calculations through step by step instructions and through examples

d. Conduct practical literacy and numeracy assessment prior to the class commencement to identify any potential learning issues

e. Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies

- Students will be provided with a full refund for the course and can rebook into the course once their difficulties have been supported and addressed

f. Our trainers will:

- Recognise the cultural diversity of all students
- Ensure equal treatment of all students
- Encourage full participation and assist all students in achieving course outcomes
- Provide equal access to resources
- Refer students with specific learning problems to appropriate agencies

g. Students with LLN concerns requiring outside support and assistance such as the support of an interpreter (at the student's own cost) can arrange for a private booking as our Public classes cannot accommodate such requirements. Enquire with the office for course costs.

h. All LLN concerns are treated with discretion, understanding and confidentiality

4.7. Conduct of Assessment

- a. Assessment is conducted in accordance with the Health Training Package and the Health Training Package Assessment Guidelines.
- b. Assessment is competency-based against the standards outlined in the units of competency in the industry Training Package qualifications. It includes:
 - assessment to determine your training needs
 - assessment during the training to judge how you are progressing
 - assessment of performance at the end of the units of training
- c. Assessment methods may involve you in:
 - Demonstrating your skills
 - Answering written and/or oral questions
 - Participating in group discussions
 - Practical first aid/CPR scenarios
- d. The outcomes of the assessment are Competent or Not Competent. If you are assessed as Not Competent you can request a re-assessment.

4.8. Assessment Appeals

- a. CPR First Aid applies a fair and impartial appeals process with respect to assessment appeals by Students. This means that the Student has the right to appeal an assessment outcome if they feel they have a grievance.
- b. Students can lodge their formal assessment appeal by completing and submitting an Assessment Appeals Form (accessible on our website) and including all supporting evidence that relates to the assessment appeal. To be lodged to CPR First Aid within 30 calendar days of the assessment result
- c. Student appeals will be dealt with diligently and outcomes achieved within 2 weeks from receipt of a written appeal.
- d. We will deal with any student appeals against our assessment decisions in the following manner:
 - Each appeal and the outcome will be recorded in writing
 - Appeal submissions will be escalated to management for further consideration and further consultation with trainers/students will occur where applicable
 - The appellant will be given a written statement of the appeal outcomes, including reasons for the decision
 - If an appeal for re-assessment is proven, we will make all necessary arrangements to conduct the re-assessment of the student by an alternate assessor at a time that is mutually convenient for all parties concerned.
 - All appeals are reviewed at our management meetings and if appropriate result in a continuous improvement process.
- e. If the student is still not satisfied with the resolution of the appeal, the Student can request that the matter be referred to an appropriate independent third party to review the matter.

4.9. Issuance of Qualifications

- a. Within 30 days of successful completion of studies, you will be issued with a *Statement of Attainment* for successful completion of individual units of competency.

5. Records

5.1. Maintenance and Student Privacy

- a. CPR First Aid complies with all privacy legislative requirements which include the Commonwealth [Privacy Act 1988](#) and the [13 Australian Privacy Principles](#) (APPs) as outlined in the Commonwealth [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#).
- b. CPR First Aid, as a Registered Training Organisation (RTO) and is regulated by the Australian Skills Quality Authority (ASQA) which requires RTOs to collect, hold, use and disclose a wide range of personal and sensitive information on students that have enrolled in nationally recognised training courses. The information collection and reporting requirements are outlined in:
 - [National Vocational Education and Training Regulator Act 2011](#)
 - [Standards for Registered Training Organisations \(RTOs\) 2015](#)
 - [Data Provision Requirements 2020](#)
 - [AVETMISS standards](#)
 - [National Vet Data Policy](#)
 - [Student Identifiers Act 2014 \(Cth\)](#)
 - [Student Identifiers Regulations](#)
- c. Information is only shared with external agencies such as the National VET Regulator to meet our compliance requirements as an RTO. All information is kept in the strictest confidence
- d. Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure. We keep copies of your results for a period of 30 years.
- e. We will safe guard any confidential information obtained by us and committees, individuals or organisations acting on our behalf.

5.2. Access to Training Records/Reprints

- a. We can provide you with access to your training records. Please make a written request to the Training Manager at CPR First Aid via email at admin@cprfirstaid.com.au. Students must bear the cost of the reissue of records and awards.
 - Proof of ID to be provided with the request. Acceptable identification combinations:
 - USI Number, birth date and address, or
 - Driver's licence (DL) (scanned copy),
 - Copy of DL will be securely destroyed after confirmation of details
- b. CPR First Aid will provide reprints of your qualification at the below prices:
 - Electronic Copy of your certificate (emailed): \$15.00 (Including GST)
 - Electronic Copy of your certificate (emailed) and Hard Copy (posted): \$30.00 (Including GST)

5.3. Unique Student Identifier

- a. As of 1 January 2015, the Australian Government implemented the *Unique Student Identifier* (USI) initiative.
- b. A USI is a personal reference number which provides students with a complete record of their nationally recognised training.

- c. Students enrolling in a one-day training course are required to provide their personal ten-digit USI code.
- d. CPR First Aid can be prevented from issuing you with your statement of attainment when you complete your course if you do not provide a Unique Student Identifier (USI) that can be verified
- e. Some students can be exempted from providing their USI if they acknowledge that by doing so, the results of the training will not appear on transcripts prepared by the Student Identifiers Registrar. This option only applies if it:
 - Would conflict with defence or national security legislation; or
 - Could jeopardise the security of defence, border protection, customs, national security or police personnel
 - Student is to advise upon enrolment if they want be exempted from providing a USI number

6. Facilities and Equipment

- a. CPR First Aid maintains training environments conducive to learning. Facilities and equipment are set-up, checked and maintained regularly to ensure effective and efficient operation.
- b. Students have access to necessary instructional and assessment facilities, materials and equipment.
- c. Training facilities include:
 - Suitable training/learning areas set up safely and securely
 - Adequate acoustics, ventilation and lighting
 - Toilet facilities
 - Accessible references and resources
- d. Students are responsible for:
 - Identifying and reporting to their trainer any possible hazards from equipment, facilities and the environment
 - Refraining from smoking anywhere in the building
 - Refraining from drinking and/or eating in the classroom

7. Legislative and Regulatory Requirements

7.1. Work Health and Safety Act 2011

- a. CPR First Aid is required to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.
- b. Your trainer will talk to you about emergency evacuation procedures at the commencement of the class. Do not use any lifts/elevators in an emergency. You are to make your way quickly and calmly to the nearest exit and meet your trainer and other students in an area well clear of the building for a roll call check.
- c. Smoking is NOT permitted in any area of the training venues. If you wish to smoke, you must leave the premises.
- d. You are responsible for:
 - Always conducting yourself in a safe and healthy manner

- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment
- Refraining from smoking
- Refraining from drinking and/or eating in the workrooms

7.2. Anti-Discrimination Act

- a. CPR First Aid is committed to providing a fair and equitable institution for its students and visitors. Any discrimination, harassment or bullying of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.
- b. You are responsible for:
 - Ensuring non-discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the institution
 - Reporting any discriminatory behaviour, harassment or bullying to your trainer

7.3. Equal Employment Opportunity

- a. When hiring staff at CPR First Aid the principles of EEO are implemented.
- b. We are committed to our staff remaining up-to-date with current trends in the Health Industry, the Business Industry and in training and assessment.
- c. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

7.4. Access and Equity

- a. CPR First Aid provides equal access to training delivery and assessment services for our students. Where possible, we conduct flexible training to meet specific needs of individual students.
- b. The student enrolment form requires students to self-assess their English language and literacy capabilities and to indicate any special needs for the course so we can identify any assistance that might be required to undertake the course.
- c. The learning support strategies used by staff at CPR First Aid include:
 - Pre-teaching technical terminology
 - Demonstrating procedures
 - Providing opportunities for 'hands-on' experience and practice
 - Ensuring individual support and advice to students
 - Where necessary inviting students to record training session on an audiotape
 - Providing written learning material and illustrations to reinforce the learning
 - Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.
- d. Your trainer will:
 - Recognise the cultural diversity of all students

- Ensure equal treatment of all students
- Encourage full participation and assist all students to achieve course outcomes
- Provide equal access to resources
- Refer students with specific learning problems to appropriate agencies

8. Complaint Procedures (Overview)

8.1. Student Complaints

- a. CPR First Aid is committed to processing all complaints and appeals quickly, fairly, transparently and effectively. For all complaints and appeals, the complaint/appeal itself, the resolution process and any consequent actions are fully documented and copies are made available to the complainant/appellant.
 - Complaints arise when a client is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter.
 - Appeals arise when a client is not satisfied with a decision that the RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.
- b. All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. The Compliance Manager will document all formal complaints and their resolution in the Continuous Improvement Database. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.
- c. **Informal Complaint (or Feedback):** The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the operational representative of the RTO, e.g. the teacher or administrative staff. Client(s) dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.
- d. **Formal Complaint or Appeal Process:** The informal complaint procedure should be used first. All formal complaints or appeals go to the RTO Quality Manager first. The formal complaint or appeal and its outcome shall be recorded in writing and submitted to the RTO via email or post.
 - On receipt of a formal complaint or appeal, Management shall discuss the matter with the relevant Trainer/Assessor and the Compliance Manager.
 - The client shall be given an opportunity to present their case to the RTO, and may be accompanied by one other person as support or as representation. Or they may choose to submit their appeal in writing.
 - The principles of natural justice and procedural fairness are adopted and will allow for the relevant staff member shall be given an opportunity to present their case, in person or via written correspondence.
 - When making an appeal, the student can request for an independent mediator. The cost of independent mediation is borne by the losing party
 - The complaint and appeals committee will make a decision regarding the complaint or appeal.
 - The complaint and appeals committee will communicate its decision to all parties in writing within five working days of making its decision.

- e. The root cause of any complaint or appeal will be included in the continuous improvement processes of the RTO.
- f. Refer to our Complaint and Appeal Policy and Procedure for comprehensive details on the complete process

9. Student Responsibilities / Code of Behaviour

- a. When attending a course as a CPR First Aid student it is your responsibility to:
 - To conduct yourself in a safe and healthy manner
 - To behave in a manner that prevents injury and disease to you, your trainer and fellow students
 - To have advised CPR First and/or their Trainer/assessor of any pre-existing condition or limitation that can impact you while attempting any of the physical aspects as part of the assessment process, especially if there is a health risk involved
 - To identify and report to your trainer any possible hazards from equipment, facilities and the environment
 - To comply with and assist in the institution's emergency procedures
 - To refrain from smoking anywhere in the training venue
 - To refrain from drinking and/or eating in the classroom
 - To attend on your designated booking date and punctually
 - To comply with the Assessment Information outlined in the Student Handbook
 - To discuss any complaints or grievances with your trainer or administration
 - To ensure no discriminatory, harassing or bullying behaviour occurs at all times to other students, staff, work placement supervisors or visitors to the institution
 - To report any discriminatory behaviour, harassment or bullying to your trainer or administration
 - To refrain from unacceptable behaviour, including:
 - The use of bad language
 - Being belligerent and disruptive
 - Being under the influence of alcohol and drugs
 - To refrain from the use of devices which may disrupt classes e.g. mobile phones and pagers
- b. Students who choose not comply with the Code of Behaviour will be given a verbal warning in the first instance and removal from the class in the second and final instance
- c. There will be zero tolerance shown to any person displaying abusive, aggressive and/or threatening behaviour to fellow Learners, the trainer/facilitator or premises staff. A person displaying such behaviour will be requested to leave immediately. If they fail to respond, they will be informed that site security will/has been called or the local police have just been notified
- d. **Pregnant Women:** We recommend pregnant women consult their medical practitioner before attending a class as there is strenuous CPR for our courses which needs to be completed
- e. **Children in Classes:**
 - i. **Can my child book a class?**
 - 1. **0-13 yrs old** – are unable to enrol and attend to any classes.

2. **14-17 yrs old** – can enrol and attend provided that they bring or send us a signed Parental Consent Form. You can download [HERE](#)
 3. **18 yrs old and above** - can enrol and attend even if without a signed Parental Consent Form
- ii. **Can I bring my child to class?** Unfortunately, you will not be allowed to bring your child to class. Please make childcare arrangements if necessary, or please email us to reschedule your booking if unable to arrange childcare

10. Student Support, Welfare and Guidance

- a. We will assist all students in their efforts to complete our training courses. In the event that a student is experiencing difficulty with their studies, we would recommend that the student contact our administrative staff to assist you prior to your class.
- b. The staff member will ensure that the full resources of the RTO are made available to ensure that the student achieves the required level of competency in all accredited courses.
- c. Should the student be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity. If the students' needs exceed our capacity, we will refer them onto an appropriate external agency.
 - **Note:** Some agencies may charge a fee for their services.
- d. Refer to [Appendix 1: Support Services Directory](#)
- e. Refer to [Appendix 2: Risk Disclaimer](#)

11. Flexible Delivery and Assessment Procedures

- a. CPR First Aid recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will achieve good results.
- b. We will make any necessary adjustments to meet the needs of a variety of students. The ability to complete a written assessment is not to be interpreted as a barrier to competency provided the student can verbally demonstrate competency.
- c. These adjustments may include; verbal delivery of assessment materials to students or the use of a third person to assist where appropriate. This however may not be a possibility at public classes due to the structure of the class, timeframes and disruption to other Students. We can however offer private group sessions if applicable.
- d. We will endeavour to assist students to achieve the required competency standards where it is within our ability. If we cannot assist a student, where possible we will refer them to an agency that can assist.
 - **Note:** Some agencies may charge a fee for their services.
- e. Refer to [Appendix 1: Support Services Directory](#)
- f. Refer to [Appendix 2: Risk Disclaimer](#)

12. Version History

Date	Changes made by:	Version Identifier	Document Number
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			D001
			D001
23.06.2015	CPR First Aid: Karen Reeves	V20150623	D001
21.03.2016	RTO Excellence: Ray Schroeder	V20160321	D001
21.09.2016	RTO Excellence: Ray Schroeder	V20160928	D001
18.10.2016	RTO Excellence: Ray Schroeder	V20161018	D001
15.11.2016	RTO Excellence: Ray Schroeder	V20161115	D001
07.04.2017	RTO Excellence: Ray Schroeder	V20170407	D001
17.04.2017	RTO Excellence: Ray Schroeder	V20170417	D001
09.05.2017	RTO Excellence: Ray Schroeder	V20170409	D001
18.09.2017	RTO Excellence: Ray Schroeder	V20170918	D001
17.11.2017	RTO Excellence: Ray Schroeder	V20171117	D001
08.05.2018	RTO Excellence: Ray Schroeder	V20180508	D001
24.07.2018	RTO Excellence: Ray Schroeder	V20180724	D001
29.11.2018	RTO Excellence: Ray Schroeder	V20181129	D001
01.01.2019	RTO Excellence: Ray Schroeder	V20190101	D001
18.10.2021	CPR First Aid: Karen Reeves	V20211018	D001
18.01.2022	RTO Excellence: Ray Schroeder	V20220118	D001
29.04.2022	RTO Excellence: Ray Schroeder	V20220418	D001
05.08.2022	CPR First Aid: Maureen Pineda	V20220805	D001

13. Appendix 1: Support Services Directory

Note: This is not a comprehensive guide of all possible available support services

Organisation	Phone Number	Website	Email Address	Support Services Provided
Adult Migrant English Program	13 38 73	www.education.gov.au/adult-migrant-english-program-0	skilling@education.gov.au	English language tuition to eligible migrants
Alcoholics Anonymous	(02) 9387 7788 (03) 9529 5948	www.aa.org.au/	aasydneycitycso@bigpond.com info@aamelbourne.org.au	Issues related to alcoholism
Auslan Services	1300 AUSLAN (1300 287 526)	www.auslanservices.com	http://bookings.auslanservices.com/	To book an Auslan interpreter
Australian Government: Literacy & Numeracy		www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy	Refer to website	Information about literacy and numeracy programmes and activities
Australian Taxation Office	13 28 65	www.ato.gov.au	Refer to website	Taxation matters
Beyond Blue	1300 22 4636	www.beyondblue.org.au/	Refer to website	Provides information and support to help everyone in Australia achieve their best possible mental health
Deaf Australia Inc	1800 422 015	www.deafaustalia.org.au/	info@deafaustalia.org.au	For assisting those with hearing impairment
House With no Steps	1300 538 746	www.hwms.com.au/	Refer to website	For helping those with disabilities
Interpreter and Translation Services	131 202	https://www.tisnational.gov.au/en	Refer to website	National register of interpreters covering over 230 languages
Life Line	13 11 14	www.lifeline.org.au/	Refer to website	Support for people suffering from domestic violence
Men's Helpline Australia	1300 78 99 78	www.mensline.org.au/	Refer to website	A support service for men with family and relationship concerns
Physical Disability Australia	1800 732 674	www.pda.org.au/	manager@pda.org.au	Provide assistance to those with a physical disability
Reading and Writing Hotline	1300 6 555 06	www.readingwritinghotline.edu.au/	rwhotline@det.nsw.edu.au	For people who require help with reading, writing and numeracy
Suicide Helpline	1300 651 251	www.suicideline.org.au/	enquiries@ontheline.org.au	Providing support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide
Vision Australia	1300 84 74 66	www.visionaustralia.org/	info@visionaustralia.org	Supporting people who are blind or have low vision
Wesley Mission Aust. (Poverty Helpline)	(02) 9263 5555	https://www.wesleymission.org.au/	Refer to website	Provide a diverse range of services that address the needs of the whole person, not just their current challenges
WIRE Women Help Line	1300 134 130	https://www.wire.org.au/	support@wire.org.au	WIRE offers women a safe place to share their experience, and to get practical and emotional support on any issue

14. Appendix 2: Risk Disclaimer

The trainers of CPR First Aid do their utmost in supporting Learners and apply the principles of reasonable adjustment wherever possible.

Unfortunately, at times there are limits to how an assessment can be restructured to work in with a Learner. In the last three years, the training package requirements for first aid have been updated, especially the standards for CPR. It is now no longer possible to place a manikin on a table for students who have issues with kneeling on the floor due to health limitations. The assessment requirements from the HLTAID training package clearly states the following:

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit...:

- Performed at **least 2 minutes** of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation **manikin placed on the floor**

Supporting the HLTAID training package, the Skills Service Organisation (SSO) SkillsIQ provided the Publication “*First Aid Guide Companion Volume – Version 2.0 March 2018*” which states the following:

(Page 10) The First Aid units of competency have been developed specifically for a workplace context and apply to those workers who have a duty of care as a First Aider under the Workplace Health and Safety Act 2011 and Safe work Australia Model Code of Practice - First Aid in the Workplace. These units of competency may be used by RTOs for training for the wider community, however, **all aspects** of the competency must be met by participants, where this is not possible, for health or other reasons, RTOs cannot and should not issue a Statement of Attainment, however, a Statement of Attendance for the course could be issued.

(Page 12) It is important to note that the HLTAID competency standards do require a level of physical ability to meet the evidence requirements for assessment. These standards relate to the level of performance required to provide resuscitation and respond to an emergency situation where there may be risk to life.

Due to the potential risk to health and safety where a nominated first aider, or worker with duty of care, does not have the ability to perform resuscitation and/or first aid to the performance standard it is **not appropriate** to issue a statement of attainment to students who are physically **unable to meet** the assessment requirements.

In cases where a student has attended a resuscitation or first aid course but is unable to meet the full requirements of the competency, an RTO may wish to provide that student with a certificate of attendance, or similar, as an indication of their participation in the course.

This will especially affect a Learner who has a pre-existing injury or a pre-condition that makes performing CPR and other physical activities difficult to do and therefore be at risk of harm, further injury or aggravating the condition.

Therefore, we advise the Learner not to participate in certain activities based on the risk factor to themselves and that they have two options:

1. To come back at a later date when their condition has improved and complete the assessments that they were unable to do; or
2. A Certificate of Attendance can be issued noting what aspects were successfully completed Upon Learner acceptance of the situation, the trainer will note the date, details and circumstances on the back of the Class Sheet. The Learner and Trainer to sign the statement.

If the Learner disregards the above directions and insists that they participate in all practical activities as it is their choice to do so. In this situation, the following applies:

The Learner is participating in the practical assessments against the advisement of CPR First Aid and by doing so:

- Are participating at their own risk and acknowledge that they had been advised not to do so
- That CPR First Aid will not be held responsible for any consequences resulting from participating in such activities
- The trainer will note the date and details of the Learner continuing to do CPR, etc., against the advisement of CPR First Aid and that they were doing so at their own risk on the back of the Class Sheet. Both Learner and Trainer to sign the statement.