

CPR FIRST AID

Student Handbook
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Welcome to CPR First Aid

While studying the units of competency you have enrolled in, you are enrolled with CPR First Aid (RTO 21903, training.gov.au/Organisation/Details/21903), which is responsible for the quality of your training and assessment and for issuing your Statement of Attainment.

By enrolling with CPR First Aid, all of our terms and conditions apply to you, including the commitments summarised below. Full detail on each of these appears in the chapter referenced.

IMPORTANT — Tell us about any pre-existing condition before you enrol

When you enrol, please tell CPR First Aid of any pre-existing condition or limitation that could affect you while attempting the physical aspects of the assessment, especially where a health risk is involved. This helps us discuss appropriate support or adjustments with you before your course.

Please read this handbook in full before you enrol. It sets out your rights and responsibilities as a CPR First Aid student, and explains how we meet our obligations as a Registered Training Organisation under the Standards for RTOs 2025.

Philosophy

We pride ourselves on providing quality and cost-effective courses to the community. We aim to create innovative courses and maintain excellent

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 timetable

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).

3. Before You Enrol: Suitability, Language, Literacy, Numeracy and Digital Skills

3.1 Why English, literacy and numeracy skills matter

First aid units require you to communicate effectively in English during emergency situations, interpret information, follow instructions, complete documentation, and provide verbal reports to emergency services and other personnel. To ensure assessment validity, reliability and safety, students need sufficient English language, literacy and numeracy (LLN) skills to:

- Participate in training and discussions, and understand verbal instructions.
- Read and interpret first aid procedures and workplace documentation.
- Complete written assessment activities, and accurately complete incident and reporting documentation.
- Communicate with casualties, bystanders, emergency services and workplace personnel.

3.2 Minimum LLN and digital literacy expectations

Before you enrol, you should be able to:

- Read and understand training materials, instructions, signs, labels and emergency information written in English.
- Read assessment questions and workplace forms, and complete written assessment activities.
- Record incident information and first aid reports, and write short responses in clear English.
- Participate in discussions conducted in English and understand trainer instructions.
- Communicate with a casualty and emergency services, and provide verbal handover information.
- Interpret times, dates and emergency response sequences, and perform simple calculations relevant to first aid scenarios.
- Access and navigate our online booking and pre-course theory system (basic digital literacy), since a component of most courses is completed online before your practical session.

3.3 How we assess suitability before you enrol

We may determine LLN and digital literacy suitability through one or more of the following methods, generally conducted as part of your enquiry and pre-enrolment discussion:

- A pre-training review or verbal discussion with you.
- Your responses on the enrolment form, including your own self-assessment of your English language and literacy capabilities.
- Observation during course commencement.
- An LLN assessment tool, where required.
- Review of your previous educational qualifications, where relevant.

During the enrolment process, you're encouraged to advise us of any disability, medical condition, learning need, LLN support requirement, or other circumstance that may affect your participation in training or assessment. Disclosure is voluntary, but it enables us to discuss appropriate support options and reasonable adjustments with you before you book, rather than on the day of your class. Full detail on the support and reasonable adjustment we can offer is in Chapter 10.

3.4 Use of interpreters before enrolment

Interpreters may be used during initial enquiries, enrolment discussions, pre-training review processes and administrative support activities. However, interpreters, family members, friends or support persons must not answer assessment questions on your behalf, provide assessment responses, or assist you during assessment activities where doing so would compromise assessment validity — you must independently demonstrate all required skills and knowledge. See Chapter 7 for how this applies during formal assessment.

3.5 Recruitment and access

Student recruitment to CPR First Aid is carried out ethically and in accordance with access and equity principles. Access to our courses is open to all applicants, subject to payment of fees and completion of pre-course theory requirements.

4. Enrolment, Fees and Payment

4.1 Fees schedule

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

4.2 Pricing, invoices and confirming your details

- All pricing is in Australian dollars (AUD).
- Course payment must be received at the time of booking. You will not be considered enrolled until you have paid in full.
- CPR First Aid reserves the right to adjust the price of a training session to ensure the costs of conducting the class are met and that enrolled students are not disadvantaged.
- Confirmation of your booking, including your tax invoice, will be emailed to you. Please check the spelling of your name and any other enrolled students' names on the invoice. If anything is incorrect, reply to that email with the correct spelling as soon as possible, and before your practical session, so we can prepare your certificate accurately. If we're not notified at least 24 hours before your class, correcting the spelling and posting a new certificate after your class attracts a $33 administration fee (GST inclusive).

4.3 How to pay

- Payment can be made through our website using Visa or MasterCard credit cards.
- Alternatively, we can take payment over the phone using Visa or MasterCard, which attracts a $20 administration fee.
- We cannot accept cash, or payment at our office or the training venue on the day of training.
- A 1.5% booking fee applies to all bookings, whether online or by phone.

4.4 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.

5. Attendance and Preparing for Your Practical Session

CPR First Aid offers training in its own training rooms in Melbourne CBD, Sydney CBD and Parramatta, as well as at suburban venues across Melbourne and Sydney. Refer to our website's 'Enrol Now' tab for all available locations and courses.

We provide all necessary equipment and paperwork for practical training sessions. Class assessments include both practical and theory components. Our training environments are set up, checked and maintained regularly, and include:

- Suitable training/learning areas, set up safely and securely
- Adequate acoustics, ventilation and lighting.
- Toilet facilities
- Accessible references and resources.

While training with us, you're responsible for identifying and reporting to your trainer any possible hazards from equipment, facilities or the environment, and for refraining from smoking, drinking or eating anywhere in the classroom.

5.1 Completing your online theory

The online theory must be completed at least 24 hours before your practical session, as it is a prerequisite for attending. If you have not completed the theory beforehand, you will not be allowed to attend the training session and all monies paid will be forfeited.

- To pass the required theory component, all questions must be answered correctly.
- Completing the online theory is an essential part of your formal assessment, and your trainer will re-assess certain elements of it during the practical session.
- If the trainer suspects submitted work isn't your own, you'll be required to redo the online theory, and the trainer may recommend withholding your Statement of Attainment until they're confident you fully understand the theoretical component of first aid.

Take these assessments seriously and ensure the integrity of your own work.

5.2 Your pre-course assessment attempts

All learners are entitled to a second attempt at the pre-course (online theory) assessment. If you fail the pre-course assessment twice, you'll be classified as Not Yet Competent (NYC) and will need to reschedule and retake the course to be eligible for a Statement of Attainment — see Chapter 6 for the rebooking terms that then apply. Your trainer will explain this process, and its consequences, before you undertake the assessment.

If you don't wish to obtain the Statement of Attainment, you're free to attend the class and will instead be issued a Certificate of Attendance.

5.3 Arriving for your class

- You're required to attend the practical session to be assessed for competency.
- If you cannot attend a class, notify CPR First Aid in advance by email: admin@cprfirstaid.com.au.
- Please arrive on time for registration and the mini quiz. If you arrive late, you cannot be admitted, as you'll have missed registration and would delay the class for other attendees. Allow additional travel time for public transport or traffic delays - CPR First Aid is not responsible for late arrival due to travel delays. If you don't arrive by the scheduled start time, you will not be admitted, you'll need to book into a new course, and all payments will be forfeited.

5.4 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 registration and mini quiz. If you arrive late you cannot be admitted to the class as you have missed registration 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.

5.5 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.

6. Fees and Charges

6.1 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 2025 in relation to the refund of fees paid by our clients.transfer

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

a. 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.

6.2 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 received and dated at the time of payment. All financial records are maintained in a secure Student Management System.

6.3 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.

6.4 Rebooking Policy

- A 25% discounted course price may be applied if rebooking is necessary or requested.

6.5 Withdrawals & Refunds

A. A refund will only be paid:

- If CPR First Aid is to cease trading before training and assessment commencement or failed to deliver the training that has been purchased
- If no sessions are available at your booked location or nearby location (within 30km) within the next 30 days you will be offered a full refund.
- All refund requests must be submitted via email to manager@cprfirstaid.com.au and will be subject to evaluation and approval.

Processing of Refunds:

- Refunds will be processed to the person/organisation that made the original payment. Refunds will be made into the credit card that made the original payment. If the payer processed an EFT payment we will require the bank details for our bookkeeper to process a refund which may take up to 1 week for processing.

B. A refund will not be provided:

- When a Student 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 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.
- Cancellations due to duplicate or double bookings are allowed. The paid amount will be applied to either of the following:
    - 100% course credit, valid for **three (3) years;** OR
    - A refund with a **$15 administration fee automatically deducted.**

6.6 Course Credit Policy

In place of refunds, CPR First Aid issues Course Credit for any paid training that does not materialize. Course Credit allows students to retain the value of their unused training fees and apply it toward a future class of their choice.

- Course Credit is non-refundable, **Transferable**, and valid for Three **(3) years** from the date of issuance or it will be voided if unused.
- Course Credit may be granted in situations such as:
    - When rescheduled classes within 30 days do not align with the student's availability.
    - When a student realizes after enrollment that immediate certificate renewal is not necessary and can be deferred to a later date.

- When a student makes accidental double/duplicate bookings.
- Please note that Course Credit is not applicable in the following cases:
  - Failure to attend the scheduled training (Did Not Attend / DNA)
  - Failing to complete or pass the original class
  - Using it as an alternative to a rebooking

6.7 Class Cancellation Policy

CPR First Aid (CPRFA) is not liable for any unforeseen circumstances that may lead to the cancellation of classes. As outlined in our terms and conditions in the Student Handbook, CPRFA may cancel classes or practical sessions for the following reasons:

a. Unforeseen Circumstances: Practical sessions may be cancelled due to unexpected events, such as damage to the training venue, trainer is unwell or other operational issues.
b. Transfer Option: In the event of a cancellation of a practical session, enrolled students will be offered the opportunity to transfer into another available session at no additional cost.
c. Refund Option: If no sessions are available at your booked location or nearby location (within 30km) within the next 30 days you will be offered a full refund.

CPRFA will make every effort to minimise disruptions, but cannot be held responsible for events beyond its control.

No Compensation: CPRFA will not be liable for any loss of job opportunities or other personal impacts resulting from the cancellation of classes. CPRFA ensures that students are notified in ample time regarding any cancellations, and no compensation will be disbursed for such losses.

CPRFA reserves the right to cancel classes at any time due to various reasons. We do not offer refunds as other classes are offered.

7. Student Support, Wellbeing, Access and Equity

CPR First Aid is committed to providing an inclusive learning environment, and to supporting all students to access training and assessment on an equitable basis. This chapter consolidates our learner support, reasonable adjustment, and access and equity commitments, which previously appeared in several separate sections of this handbook.

7.1 Telling us about your support needs

During enrolment, you're encouraged to advise us of any disability, medical condition, learning

need, LLN support requirement, or other circumstance that may affect your participation — see Chapter 3 for how this fits into the pre-enrolment process. Disclosure is voluntary; providing this information simply enables us to identify and discuss appropriate support options and reasonable adjustments with you. Information you provide is treated confidentially and managed in accordance with our Privacy Policy and applicable privacy legislation.

Where you identify a support need, we'll consult with you to determine whether reasonable adjustments or additional support can be provided, while maintaining the integrity of the training product and assessment requirements.

7.2 Reasonable adjustments and learning support we can offer

Depending on your needs, reasonable adjustments and learner support strategies may include:

- Additional time for assessment activities, or oral questioning where permitted.
- Modified assessment formats where appropriate, including conducting assessment using an interview technique.
- Provision of learning resources in alternative formats, in plain English, with clear headings and explanations of technical terms.
- Use of assistive technology, enlarged print materials, or (where necessary) inviting you to record the training session on audiotape.
- Demonstrating procedures and providing opportunities for hands-on experience and practice.
- Individual support and advice from your trainer, delivered in small chunks, with clear, concise, logically sequenced instructions and plenty of practical examples.
- Step-by-step, worked examples for any calculations involved in a scenario.
- Support from an interpreter, support person, reader, scribe, or other specialist service.
- Online theory technical support, where required.

Where we identify potential LLN or numeracy issues, we may conduct a practical literacy and numeracy assessment before your class commences, so any support can be arranged in advance rather than on the day.

7.3 The limits of adjustment

Some adjustments - for example, verbal delivery of assessment materials, or the use of a third person to assist - may not be possible in our public classes, given class structure, timeframes and the impact on other students. Where relevant, we can instead offer a private group session. Some training products, including CPR and First Aid qualifications, contain practical performance requirements that must be demonstrated in line with training package or accredited course requirements. While we'll genuinely consider reasonable adjustments, they cannot compromise the competency outcomes, workplace safety requirements, or the integrity of the assessment process. The ability to complete a written assessment is not, on its own, treated as a barrier to competency, provided you can verbally demonstrate competency.

a. Refer to **Appendix 1: Support Services Directory**
b. Refer to **Appendix 2: Risk Disclaimer**

7.4 Where your needs go beyond what we can provide

Where a learner's support needs can't reasonably be accommodated within a scheduled group course, or exceed our areas of expertise, we'll discuss alternative delivery arrangements, referral options, or individual support strategies with you to maximise access and participation. If we refer you to an external specialist agency, note that some agencies may charge a fee for their services, and any associated costs will be discussed with you before you proceed. Where a student's difficulties mean we cannot proceed with their current booking, we will provide a full refund for the course, and you can rebook once your difficulties have been supported and addressed.

If you're experiencing a personal difficulty affecting your studies more broadly, contact our administrative staff before your class so we can make every reasonable attempt to accommodate your needs. Refer to Appendix A (Support Services Directory) for external contacts, and Appendix B (Risk Disclaimer) for further detail.

7.5 Our trainers' commitment

Our trainers will:

- Recognise the cultural diversity of all students, and 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.

If you have LLN concerns requiring outside support such as an interpreter (at your own cost), our public classes generally cannot accommodate this — please enquire with our office about arranging a private booking and its cost. All LLN concerns are treated with discretion, understanding and confidentiality.

a. Refer to Appendix 1: Support Services Directory
b. Refer to Appendix 2: Risk Disclaimer

8. Student Responsibilities, Code of Conduct, Health & Safety and Anti-Discrimination

CPR First Aid must meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study. Your trainer will talk to you about emergency evacuation procedures

at the start of class. Do not use lifts or elevators in an emergency, 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. Smoking is not permitted in any area of our training venues; if you wish to smoke, you must leave the premises.

8.1 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. 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.
c. 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.

d. CPR First Aid reserves the right to refuse or discontinue training services to any student or client who demonstrates inappropriate, disruptive, or unacceptable behavior at the training venue.

8.2 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.

8.3 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

8.4 Pregnancy

We recommend pregnant women consult their medical practitioner before attending a class, as our courses involve strenuous CPR that must be completed.

8.5 Children in classes

Can my child book a class?

- 0–13 years old: unable to enrol in or attend any classes.
- 14–17 years old: can enrol and attend, provided they bring or send us a signed Parental Consent Form (available on our website).
- 18 years old and above: can enrol and attend, even without a signed Parental Consent Form.

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 email us to reschedule your booking if you're unable to arrange childcare.

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

8.6 How assessment works

Assessment is conducted in accordance with the Health Training Package and its Assessment Guidelines. It is competency-based, against the standards outlined in the units of competency in the relevant Training Package qualification, and includes assessment to determine your training needs, assessment during training to judge your progress, and assessment of your performance at the end of the unit(s) of training.

Assessment methods may involve you:

- Demonstrating your skills.
- Answering written and/or oral questions.
- Participating in group discussions.
- Completing practical first aid/CPR scenarios.

The outcome of assessment is either Competent or Not Competent. If you're assessed as Not Competent, you can request a re-assessment — see Chapter 8 if you wish to formally appeal an assessment decision.

8.7 Academic integrity and identity verification

All students must ensure that submitted work is entirely their own. The use of generative AI tools (such as ChatGPT or similar) to generate responses for assessments is strictly prohibited unless explicitly permitted by CPR First Aid. Any submission found to contain unapproved AI-generated content may be treated as a breach of academic integrity and investigated further.

As part of the online course verification process, you're required to submit a valid form of photo identification, including a clear photo of yourself holding your photo ID. Where there is doubt about the authenticity of submitted work, our trainers or admin team may contact you to complete a short verbal quiz over the phone, to confirm your understanding of the assessment content.

The use of mobile phones, or any internet-connected translation tool with browsing capability, is strictly prohibited during the training session. If you're unable to complete the training without a translator, the trainer reserves the right to dismiss you from the session. Compliance with this policy is mandatory for all learners enrolled in our online training programs.

9. 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

10. Complaint Procedures (Overview)

10.1 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

10.2 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.

b. Students with outstanding issues such as incomplete online theory requirements, unpaid balances, or unverified USI must resolve these within 30 days from the commencement of their class. Failure to comply within this timeframe may result in the course enrollment being deleted from the system.

c. The company recommends refreshing your **HLTAID011 Provide First Aid** and **HLTAID012 Provide First Aid in Education and Care setting** certifications every two (2) years, and **HLTID009 Provide CPR** every one (1) year to ensure continued competency. As an organization, we are committed to equipping you with complete, life-saving capabilities. Our training provides comprehensive instruction and access to learning for adult, child, and infant CPR and First Aid. Unlike some providers that limit training and practical assessments to adults and infants, our program ensures you are fully skilled and confident in responding to emergencies from your families and friends involving all three groups—adults, children, and infants.

11. Records

11.1 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) 2025
    - 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 safeguard any confidential information obtained by us and committees, individuals or organisations acting on our behalf.

f. Data Privacy Policy for Promotional Use of Photos and Videos: At CPR First Aid Australia, we value your privacy. By participating in our classes, you consent to the use of any photos or videos taken during the sessions for promotional purposes on our website, social media pages, and other marketing materials. Our trainers may take photos and videos to capture the fun and interactive nature of our classes. We will ensure that all images are used

respectfully and will not be shared with third parties without your explicit permission. If you do not wish to be included in any photos or videos, please inform us prior to the start of the class. Your privacy and comfort are our top priorities.

11.2 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

d. 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): $22.00 (Including GST)

11.3 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
        - Students are to advise upon enrolment if they want to be exempted from providing a USI number.

12. Our Trainers, Governance and Continuous Improvement

12.1 Trainer qualifications

CPR First Aid trainers hold the credentials required under the Credential Policy that forms part of the Standards for RTOs 2025. This includes:

- Skills, knowledge and experience in first aid and work health and safety.
- A qualification in training and assessment (Certificate IV in Training and Assessment, or its recognised equivalent).
- Substantial experience in health and safety-related areas of industry.

12.2 Equal employment opportunity

When hiring staff, CPR First Aid implements the principles of Equal Employment Opportunity. We're committed to our staff remaining up to date with current trends in the health industry, the business industry, and in training and assessment, and staff are encouraged to identify their own training needs and negotiate arrangements for addressing them.

12.3 Course evaluation and continuous improvement

As part of our continuous improvement procedures, you'll be asked to complete a Course Evaluation Survey. This is your opportunity to give us feedback on the course, the trainers and assessors, course administration, training facilities, training activities, resources, materials and assessment procedures. Your comments help us confirm that your expectations are met, and identify where we can improve our services.

Complaints, appeals and their outcomes (see Chapter 8) are recorded in our Continuous Improvement Database, and any substantiated issue is reviewed as part of this same process, so that individual feedback translates into system-wide improvement over time.

13. Version History

Date Changes made by:	Version Identiffier	Document Number
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
11.26.2024	CPR First Aid: Jennie Salud	V20241126	DD01
08.08.2025	CPR First Aid: Abidjan Miguel	V20250808	DD01
08.18.2025	CPR First Aid: Abidjan Miguel	V20250818	DD01
08.27.2025	CPR First Aid: Abidjan Miguel	V20250827	DD01
10.06.2025	CPR First Aid: Abidjan Miguel	V20251006	DD01
11.21.2025	CPR First Aid: Abidjan Miguel	V20251121	DD01
11.27.2025	CPR First Aid: Abidjan Miguel	V20251127	DD01

12.01.2025	CPR First Aid: Abidjan Miguel	V20251201	DD01
01.22.2026	CPR First Aid: Ian Dumlao	V20260122	DD01
03.24.2026	CPR First Aid: Ian Dumlao	V20260324	DD01
06.29.2026	CPR First Aid: Ian Dumlao	V20260629	DD01
07.13.2026	CPR First Aid: Ian Dumlao	V20260713	DD01
8.21.2026	CPR First Aid: Ian Dumlao	V20260821	DD01
11.12.2026	CPR First Aid: Ian Dumlao	V20261112	DD01

14. 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.auslanservic es.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.deafaustralia.org.au/	info@deafaustralia.org.au	For assisting those hearing with impairment
House With no Steps	1300 538 746	www.hwns.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

15. 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

CPR-specific assessment instruction

For HLTAID009, the adult and child manikin must be positioned on the floor for the specified adult CPR performance evidence. This is distinct from requiring the student to kneel: kneeling is not expressly a standalone requirement. Consider an alternative student position beside the floor-based manikin if all performance requirements can still be demonstrated safely and effectively. An adult manikin on a table is not a substitute for the prescribed floor-based condition. Apply the current unit, approved assessment tool and applicable resuscitation guidance; this memo does not replace them.

Record each assessed component

- Manikin placement, required duration and cycles; hand position; compression rate and depth; ventilation performance; AED and all other applicable unit criteria.
- Record objective readings where available, specific observations for unmet criteria, any adjustment used and its impact on assessment conditions.
- Never infer inadequate technique solely from a student's disability or inability to kneel.

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 advise 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 signed the statement.

16. Frequently asked questions

Kindly refer to this link to get the most updated FAQs CPR First Aid FAQ