

STUDENT HANDBOOK

RTO 3399

WELCOME

On behalf of myself, and the rest of the ABC First Aid team, I would like to welcome you to your ABC First Aid Training Program.

This handbook contains a range of information, which we have deemed to be particularly relevant to your training. If there is any information you require, which is not addressed in this handbook, please contact our Training Centre and we'll be more than happy to assist.

We hope at the end of your training, you'll leave us with a qualification, which is much more than just a piece of paper. Instead, we hope you'll leave with a collection of real skills you can use within your industry and an ethos that supports a fun and engaging learning experience.

Yours in training!

Paul Kirchner

CEO, ABC First Aid

1. INTRODUCTION

1.1 About ABC First Aid

ABC First Aid is a branch of ABC Licence Training Pty Ltd, which also trains as Australian Boating College. Since 1994, the company has trained 100's of thousands of students in boating; first aid; and a range of other industry units. Our aim is to provide the highest quality training possible, at a reasonable price. Our trainers have a reputation for being excellent, and our courses have a reputation for being excellent.

We've been training long enough now to have put in place the highest levels of systems and techniques, in order to maximise each student's learning. We've also experienced every type of learner over the years, and have built in mechanisms of support to assist those with special learning needs.

Our aim is for every student to gain as much knowledge and practical competence as is possible; whilst providing the learning experience in a fun and enjoyable environment.

1.2 How ABC First Aid operates

We have centres throughout Australia, managed by local trainers. Each centre operates independently in partnership with us, and under the controls of our RTO. To become one of our partners, a trainer must have extensive and relevant first aid and training experience. Usually we only take on trainers who have a nursing, paramedic, or similar background, backed up with at least 2 years training history. If we decide the trainer has the background we need, we'll then view their delivery of training and assessment to ensure it satisfies our high standards. We only partner with the very best trainers, to ensure our students receive the best training possible.

2.4 ABC First Aid Contact Details

All our first aid training centres, and their contact information can be found on our web site at:
<http://www.abcfirstaid.net.au/pages.php?pageid=7>

Students should contact our local centres for all local-specific schedule and costing information.

For certificate reissues, and other central enquiries:

Administration Centre

Address: PO Box 106 Mapleton Qld 4560, Australia

Phone: 07 5441 6533

Email: admin@abcfirstaid.net.au

Website: www.abcfirstaid.net.au

3. MANAGEMENT AND ADMINISTRATION

3.1 Legislative Requirements

ABC First Aid complies with all relevant State and Commonwealth Government legislation and regulatory requirements applicable to the industry, including (but not limited to):

• National Vocational Education and Training Regulator Act 2011;	• Privacy Act 1988
• Work Health and Safety Act 2011	• Copyright Act 1968
• Anti-Discrimination Act 1991	• Children and Young Persons (Care and Protection) Act 2008

ABC First Aid operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into ABC First Aid policies and procedures.

3.2 Work Health and Safety

ABC First Aid is committed to providing a safe work place and learning environment for ABC First Aid personnel and participants. ABC First Aid ensures strict compliance with workplace health and safety legislation by educating all personnel during their induction process and by ensuring trainers incorporate WHS considerations when planning and delivering training and when undertaking assessments.

ABC First Aid expects all personnel and participants to accept responsibility for a safe work / learning environment. Personnel and participants are expected to follow a set of safety standards, which are clearly outlined in the personnel induction process and at the commencement of each face-to-face course. These standards are designed to:

- Prevent accidents and ill health caused by work / learning conditions;
- Protect from any health hazard which may arise out of work or conditions in which work / learning is carried out; and
- Maintain a workplace environment designed to satisfy needs for safety, health and wellbeing at work / study.

These standards, and this policy, provides for the following process:

- Establishing and maintaining work / learning practices which are safe and which minimise risk to health;
- Allowing all levels of ABC First Aid personnel to be responsible and accountable for minimising the potential for workplace injury to, and illness of, themselves and participants within their area of responsibility, and where possible, mitigate the risk.
- Ensuring participants are advised of the WHS requirements of their training programs and supervised accordingly.
- Ensuring the provision of appropriate instruction, information and training for ABC First Aid personnel and participants.
- Training, placing and supervising all personnel to enable the safe performance of work / learning duties; and
- Developing and implementing preventative strategies which include workplace and job design, the identification of hazards in the workplace / learning environment and taking appropriate remedial action to control any hazards.

Any reports of sickness, accidents or workplace incidents, whether ABC First Aid personnel or participant-related, are to be recorded on an incident report and forwarded to ABC First Aid's CEO.

3.3 Equal Employment Opportunity and Anti-Discrimination

ABC First Aid is committed to Equal Employment Opportunity (EEO) and Anti-Discrimination concepts and legislation.

ABC First Aid strives for an equal environment, based solely on merit, in an effort to ensure the absence of discrimination on the grounds of a person's race, colour, language, ethnicity, political or religious convictions, gender, marital status, impairment, age, family responsibility, family status, etc.

This equality ethos is designed to actively contribute to an enjoyable, challenging, involving, harmonious work and training environment, where each individual has the opportunity to progress to the full extent of their ability.

ABC First Aid is aware of EEO and Anti-Discrimination principles and practices, as they apply specifically to education and training, and will subsequently observe the following points:

- Characters (and their names) used in case studies, exercises and examples must be free from stereotypes and likelihood to cause offence;
- Material and trainers must discourage and prevent polarisation of participants;
- Training program content, processes and/or activities must include all participants and avoid giving an advantage to any one individual or group over another;
- Verbal and non-verbal language must be non-discriminatory;
- Humour must be non-discriminatory; and
- Training Program materials such as session plans, videos, handouts, graphics, cartoons, computer screens must be non-discriminatory and unlikely to offend.

Where a participant has an impairment which may preclude him/her from successfully completing an ABC First Aid course and presenting for competency assessment, ABC First Aid will endeavour to counsel the person and provide, where possible, a pathway whereby they are able to undertake remedial work in order to successfully apply for inclusion into the course in the future.

3.4 Workplace Harassment

It is the policy of ABC First Aid to provide a work and training environment that is free from all forms of harassment and intimidation. ABC First Aid is also committed to uphold State and Commonwealth laws pertaining to harassment and EEO.

Harassment, bullying or discrimination against ABC First Aid personnel or participants by any person under ABC First Aid's responsibility, is unacceptable and will not be tolerated. ABC First Aid recognises the rights of all personnel and participants to work and learn in an environment free from harassment, bullying and unlawful discrimination.

Harassment is defined as behaviour, which is directed at an individual, or group, which is:

- Offensive, belittling, humiliating, intimidating or threatening
- Unwelcome and unsolicited
- Is of the type which:
- Is usually unreciprocated
- Can usually be expected to be repeated
- Makes the work or study environment unpleasant, humiliating or intimidating for the individual or group
- Can make it difficult for effective work or study to be done
- When a requirement, which is the same for everyone, has an unfair effect on some people because of an attribute, such as race, pregnancy, gender, disability (indirect discrimination)
- Perhaps sexual in nature or based on gender, race, disability or sexual preference.
- It is expected that all ABC First Aid personnel and course participants will comply with this policy. The various legal acts involved in harassment and discrimination makes it an offence if a person
- engages in unwelcome conduct in relation to the person harassed, in circumstances in which a

reasonable person, having regard to all the circumstances, would have anticipated that the person harassed, would be offended, humiliated or intimidated.

ABC First Aid's (vicarious) liability for workplace harassment is minimised by virtue of the following enactments by ABC First Aid:

- Establishment of an effective complaints procedure;
- A guarantee provided to treat all complaints seriously and promptly;
- Provided assurances that appropriate action will be taken to address and resolve any complaints, and
- Monitoring of the workplace / learning environment and culture.

Any concerns or complaints relating to harassment should be directed through the appropriate channels outlined in section 8 - Complaints and Appeals.

3.5 Records Management and Document Control

ABC First Aid uses various AVETMISS-compliant databases to maintain up-to-date and accurate participant records. These records include client details and contact information, fees collected and any refunds given, as well as participant details and contact information, enrolment, attendance, academic results / performance and post-course progress details.

All documentation and records are maintained in a readily identifiable and retrievable format, using suitable facilities to recognise deterioration and damage and therefore the prevention of loss. Backup of media is conducted on a regular basis and held in a secure location.

Document control involves both hardcopy and electronic media. All documents carry a version number, date and document owner.

3.6 Storage / Record Retention

ABC First Aid is committed to the safeguarding of all ABC First Aid files and records, in particular, participant records. Electronic records, including participant files, are secured and regularly backed up. Hard copy participant files, whether current or archived, are kept within lockable filing cabinets, accessible only by authorised ABC First Aid personnel. A participant may access their personal records at any time under ABC First Aid supervision.

Full hard copy participant files are retained for a period of 6 months after the participant has completed or withdrawn from their course. At this point, soft copies of the participants record of attainment of units of competency and qualifications will be kept for a period of 30 years after the participant has completed or withdrawn from their course.

3.7 Privacy Policy

The definition of "personal information" is found in Section 6(1) of the Privacy Act 1988: *"personal information means information or an opinion, whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion."*

In compliance with statutory requirements, ABC First Aid gathers personal information to maintain accurate records on participant details undertaking study with us. The confidentiality of participant information and records is maintained at all times. ABC First Aid ensures that, except as required under ASQA data reporting (Data Provision Requirement (DPR) 7 of the Data Provision Requirements 2012) or by law, information about ABC First Aid personnel and participants will not be disclosed to a third party without their appropriate permission.

ABC First Aid recognises, at times, participants' records may need to be released to relevant government departments for the purpose of participant and/or provider monitoring and audit. Participants are informed

of this requirement prior to enrolment with ABC First Aid, and their signed declaration of their knowledge of this requirement is retained on file (i.e. Classroom Assessment Sheet within participant file).

As a participant on a course with ABC First Aid, the participant at all times will have access to their current records, and personal information.

3.8 Media Consent

By registering for an event you agree that ABC First Aid may take photographs and film footage of you at the event, and may use the photographs and/or film footage for ABC First Aid promotional and/or commercial purposes, including for use on the ABC First Aid website or social media sites. You agree that filmed material may be reproduced for those purposes, as film, audio or written quotation.

On all occasions, just prior to any video or photo or audio footage being taken, you will be made aware that this is to occur and will have opportunity at that time to elect not to participate in the recording or image taking.

The photographs and footage will be used by ABC First Aid only and will not be released to any external parties. You accept the risk that photographs and/or film footage of you may be lifted off the ABC First Aid website or taken from a ABC First Aid brochure or other publication, and reproduced on Facebook or other web sites or elsewhere, or otherwise communicated or made available to the public or sections.

Then at a later stage should you not wish to have your photo used in any ABC First Aid marketing material or published on our websites please contact the CEO via phone 07 5441 6533 or email admin@abcfirstaid.net.au

4. Unique Student Identifier

4.1 Unique Student Identifier

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI).

Your USI will be made up of a combination of 10 letters and number. For example: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. For more information on your USI you can visit

<http://www.industry.gov.au/skills/RegulationReformsAndInitiatives/UniqueStudentIdentifierForVET/Pages/default.aspx>

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;

- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit usi.gov.au for more information.

How to get a USI

It is free and easy for you to create your own USI online. See www.usi.gov.au

5 ENROLMENTS, FEES AND REFUNDS POLICIES

ABC First Aid is committed to delivering the highest quality training and assessment services at competitive pricing. We have adopted the following policies so that we can maintain competitive pricing for all ABC First Aid participants.

5.1 Enrolments

Enrolments are managed locally by each branch. Please contact the branch via their email or phone number. Alternatively if the branch has an online booking system on their web site, you can enrol using that system.

Participants applying for Recognition of Prior Learning are required to submit their Enrolment Form along with their portfolio of evidence to admin@abcfirstaid.net.au. The management of ABC First Aid will review the material and respond to you within 10 working days. An invoice will be raised once the RPL application has been assessed and finalised.

4.3 Invoicing

ABC First Aid and its partners recognise that for some participants, government departments and agencies, businesses and other organisations (which require invoices for payment), pay their course fees. ABC First Aid and its partners are happy to invoice participant fees to such organisations at no additional charge. In these circumstances ABC First Aid or its partner may elect to confirm that a participant has secured a position in a face-to-face training course before notification that the Enrolment Fee has been paid.

A Statement of Attainment, unless arranged by prior consultation, will only be issued once payment received.

4.4 Refund Policy for Fees Paid on the Day

Refunds aren't available once the course has commenced though the course can be completed at a later stage in the future if required.

4.5 Refund Policy for Fees Paid in Advance

In the event that you cannot attend the course, refunds are not available, however given at least 24 hours' notice your booking and payment is transferable to another date or person (max 3 transfers).

In the event that a course is cancelled by us for any reason, you have the option of transferring to another course, or a full refund.

5. ACCESS AND EQUITY

ABC First Aid is committed to fairness for everyone. We will ensure you have easy access to information on programs, services available and enrolment procedures. Your trainers will support you in participating and completing your studies. Support services such as counselling, impairment support and learning support are also available to help you succeed. We will adhere to all policies, procedures and practices that contribute to improving the outcomes for the diversity of our clients.

5.1 Language, Literacy and Numeracy Policy

Rationale

ABC First Aid Training and Assessment recognises that a portion of the community may have Language, Literacy and Numeracy (LLN) difficulties. In response to this community issue, ABC First Aid offers to provide enrolling participants who indicate they need further support in this area, information on available LLN courses and referral to counselling services. We have established a network of professional providers who can assist participants in developing and improving learner skills.

Aim

To provide people engaged in vocational training with additional language, literacy or numeracy training they need in order to succeed in their vocational training.

5.2 Language, Literacy and Numeracy Courses

- WELL 1300 363 079 <http://www.deewr.gov.au>
- Australian Council for Adult Literacy 03 9546 6892 <http://www.acal.edu.au>
- Queensland Council for Adult Literacy (07) 3878 9944 <http://www.qcal.org.au>
- Reading Writing Hotline 1300 6555 06 <http://www.literacyline.edu.au/>

5.3 Counselling and support services

- Centrelink 13 10 21 <http://www.centrelink.gov.au>

5.4 Welfare and Guidance Services

ABC First Aid's welfare and guidance services will offer non-judgmental, confidential support to participants. Specialised counselling will be provided by qualified counsellors as necessary.

The Welfare Services we provide aims to meet our commitment to participants by:

- supporting participants through their learning experience;
- promoting health and well-being;
- enabling participants to support themselves and others; and
- empowering participants to fulfil their own potential.

We are always happy to assist any participant with issues relating to their academic progress. For issues relating to personal welfare, we will assist participants to source an appropriate service and a suitable time for counselling. Our staff to assist participants in a variety of matters can source a large range of government and private welfare services.

5.5 Impairment Support

Do you have an impairment which may affect your ability to navigate the course material, communicate with other participants and trainers or participate in participant activities? If so, please inform ABC First Aid of how we can support your success, through minimising the effects of any impairment. This can be done at the time of enrolment or at any other time during the training. We can provide a range of support options and all information will be treated confidentially.

6. ASSESSMENT

Assessment is the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirements set out in a standard, or a learning outcome, and, at the appropriate point making the judgment as to whether competency has been achieved. As a participant you will always be informed how assessments will be conducted and what will be expected for you to achieve competency.

7. ASSESSORS

The role of the ABC First Aid assessor is to objectively assess, and make judgement, on the evidence that you provide, against the appropriate standard. All ABC First Aid assessors,

- a) Have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors, and
- b) Have the relevant vocational competencies at least to the level being delivered or assessed, and
- c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
- d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

8. APPEALS AND COMPLAINTS

If any problems are experienced during the course, please talk to the instructor first. If the instructor is unable to solve the problem to your satisfaction you can escalate it to the Managing Director by emailing abcllicences@bigpond.com or via P.O. Box 106 Mapleton Qld 4560.

The Managing Director acts as an independent reviewer when receiving a complaint and will provide a written response to you within 7 days.

If the complaint has not been resolved after this process, the Managing Director will advise you in writing of external processes by which to escalate the complaint to regulatory authorities.

9. DISCIPLINARY PROCEDURES

ABC First Aid has systems and processes in place to manage and deal with any disciplinary matters relating to instances of misconduct whilst studying with us. A certain standard of behaviour is requested of all staff and participants and the trainer reserves the right to ask any participant to leave a program or session if their behaviour puts others at risk or adversely impacts on the learning of others. This policy applies when other avenues have been exhausted. These avenues include, but are not limited to: mentoring, informal feedback and counselling.

10. ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

ABC First Aid will only issue AQF Qualifications and Statements of Attainment for courses within its scope of registration.

On completion of a course, participants are to be issued with appropriate certification, authorised by the CEO, or an appropriately delegated ABC First Aid staff member, within 21 days. ABC First Aid is not obliged to issue a participant's Qualification or Statement of Attainment unless all client / participant fees have been paid in full.

As a ABC First Aid participant if for any reason you need a copy of either at a later stage, you may contact ABC First Aid to request this at admin@abcfirstaid.net.au . Please note that there will be a \$30.00 reissuance fee to cover the administrative costs.

11. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

ABC First Aid recognises the “Recognition of Qualifications” issued by other RTOs is a fundamental principle of the National Training Framework. As a Registered Training Organisation, ABC First Aid is obliged to:

- Recognise AQF Qualifications and/or Statements of Attainment issued by any other RTO in Australia.

If you have undertaken training with another RTO, and you believe you are eligible to obtain credit for this in the ABC First Aid course you have enrolled into, or are intending to enrol into, please either discuss this with your trainer or contact ABC First Aid to discuss.

12. INTELLECTUAL PROPERTY

Intellectual Property (IP) ensures property from original thought (this may be clients, participants, ABC First Aid personnel or ABC First Aid itself) is protected by law.

ABC First Aid clients / participants own all IP which they generate, unless they enter into a written agreement with ABC First Aid, whereby they assign their property to ABC First Aid. ABC First Aid cannot require a participant to assign any of his or her IP in order to qualify for enrolment or to remain enrolled in a course.

The IP of which ABC First Aid claims ownership includes:

- Databases, computer software, courseware, and related material
- Works generated by and/or with ABC First Aid computer equipment or software
- Confidential information associated with each and every item listed in this section
- Copyright in works and materials
- Educational materials.

Clients, participants, ABC First Aid personnel and visitors who receive or develop ABC First Aid confidential information must, unless otherwise agreed with ABC First Aid:

- Keep all ABC First Aid confidential information strictly secret and confidential
- Not make any use whatsoever of ABC First Aid confidential information except for the purpose for which the information is disclosed to them
- Take such steps as are reasonable to preserve the confidentiality and secrecy of ABC First Aid confidential information
- Not make copies or duplicates of the ABC First Aid confidential information (including ABC First Aid resources), except to the extent which it is reasonably necessary for the purpose for which the information is disclosed to them
- Not reveal any of the information to any person whatsoever, except to those people who have a need to know, for the purpose for which ABC First Aid confidential information is disclosed to the client, participant or ABC First Aid personnel.

The above obligations shall remain in effect indefinitely.

The obligations of confidentiality under this IP Policy do not extend to information which:

- Is rightfully known to or in the possession or control of the recipient and not subject to an obligation of confidentiality on the person who receives or develops the confidential information
- Is public knowledge
- The person who receives or develops ABC First Aid confidential information is required by law to disclose, to the extent, which the law requires it to be disclosed.