



THE PROFESSIONAL CHOICE

VITAL FIRST AID TRAINING SERVICES

Pty Ltd ABN 29 079 610 325 Registered Training Organisation 90531

Student Handbook

Vital First Aid Training Services is an Australian registered company providing a wide range of services and products to assist with your safety and emergency response needs. These include:

- First aid kits
- Defibrillators
- Oxygen equipment
- PPE
- Safety equipment
- First aid handbooks

We are accredited to conduct and deliver competency based training and assessments in the following National Qualifications and units of Competency.

From (HLT33107) Cert III Basic Health Care

HLTFA301B Apply first aid. This course is the WorkCover approved Senior First Aid course

HLTFA401A Apply advanced first aid.

Selection and Enrolment

People interested in attending a course can contact Vital First Aid for information. Where a course has pre-requisites, you must provide evidence of achieving those pre-requisite requirements.

Enrolment in the HLTFA301B Apply First Aid WorkCover approved Senior First Aid course is subject to the following:

- Completion of a Workbook prior to the course. This Workbook and First Aid Book will be sent to the you once this application is received by Vital First Aid.
- Receipt of the completed enrolment form by Vital First Aid and payment of either full course fees being \$105 or part payment of \$ 40.00. Balance due on the day of the course.
- If Express Postage is required an additional fee of \$5 will be incurred
- Acknowledgment that Vital First Aid Training Services will not accept any liability for course cancellations or non-acceptance of a course enrolment
- Some venues are licensed, minors must be accompanied by a guardian at all times.
- Not all venues will have lunch facilities, please discuss this with us if it is a concern.
- Vital First Aid can be contacted during business hours on **Local Call 1300 880343**.

Induction and Learning

At the beginning of your course, we will discuss our policies and procedures on complaints and appeals, fees and refunds, language literacy and numeracy and assessments.

We recognise that learning is a lifelong process and that how people learn varies from person to person with different situations requiring different kinds of learning. In line with our commitment to provide a client focused service, we offer flexible training that involves students by encouraging interaction, valuing the principles of holistic learning and providing meaningful feedback. Learning sessions are very practical and you will be challenged to practice your new skills whilst at the same time joining in discussions and question and answer sessions within the group.



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You will be provided with a text and student pack containing material you need to complete the course. Please keep these safe and with you at all times. A replacement fee will be charged in the event you need new course materials.

Recognition of Prior Learning (RPL)

Vital First Aid recognises the qualifications and experiences of students in respect to other Nationally Accredited Training providers. Specific qualifications must also meet relevant state and federal requirements in relation to currency. Please ask for a kit if you wish to apply for RPL.

Assessments

In order to receive the qualification that you have enrolled for, this program requires you to demonstrate your competence. Assessment may comprise of:

1. A workbook that must be completed prior to course commencement;
2. A theory exam made up of multiple choice questions and group questions and answers; and
3. An individual practical exam based on specific activities you have been taught.

Your trainer may not be the one to conduct your assessments however they will advise assessment results at the conclusion of the course. If you are unhappy with the your assessment outcome, your trainer may organise a re-assessment.

Appeals

If you are unhappy with the outcome of an assessment, speak with your trainer to work out what can be done. Where this does not fix the problem to your satisfaction, please contact the Chief Executive Officer. You can tell the CEO about your appeal and he will review the details. He may organise another assessment with an independent assessor where appropriate. A fee may apply.

If the assessment result is upheld and you wish to pursue the appeal further, you can Phoenix Mediation Services who will organise an independent assessor (at your own expense). There is no appeal mechanism beyond this and you will be notified in writing of the outcome of your appeal.

Complaints

If you have a complaint speak with your trainer to work out what can be done. Where this does not fix the problem to your satisfaction, please contact the Chief Executive Officer to discuss your problem. Where this does not fix the problem to your satisfaction you can call Phoenix Mediation Services. Please be assured that any concerns will be dealt with quickly and professionally and in the strictest confidentiality.



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Current Legislation

Vital First Aid provides training according to State and Federal Legislation. Such legislation includes Occupational Health and Safety, Anti-Discrimination, Privacy and Child Protection. If you would like information on any of this legislation you can go to www.austlii.edu.au or ask your trainer.

Courses and Award

Students will be awarded the appropriate Statement of Attainment in keeping with the organisation's scope of registration and approvals.

Some statutory requirements govern currency of certificates:

Senior First Aid	3 years	Occupational First Aid	3 years
Advanced resuscitation	1 year		

Specific regulations, guidelines, policies and procedures may require you to maintain the currency of your qualification. For example, confined spaces, electrical industry and pool/ beach lifesavers.

You must achieve all learning outcomes to receive an award.

Language Literacy and Numeracy

Please advise your trainer if you have any reading or language difficulties or other special needs. Our access and equity policy makes sure that you receive the assistance you need.

Access and Equity

All students will have the opportunity to learn and demonstrate the knowledge and skills to assist at and make a difference in an emergency. This means that Vital First Aid seeks to eliminate organisational practices that may contribute to the disadvantages suffered by specific groups in employment, education and training.

If you have any special needs such as language literacy or numeracy requirements, language barriers or special needs related to having a disability, please notify us before your course starts. Where possible we will support your training and assessment needs.

Our trainers deliver training in a non-discriminatory, open and respectful manner. They are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs. Trainers will actively encourage all students and specifically offer assistance to those most disadvantaged. Our training is provided using culturally inclusive language, literacy and numeracy advice and assistance that supports students to meet personal training goals.

Client Support, Welfare and Guidance

The teaching and administrative staff members of Vital First Aid provide general advice and assistance with matters such as studying, homework and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at the student's own expense.



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Fees and Refunds

All refunds are assessed on a case-by-case basis. No refund is payable in the event that students are absent from the course without explanation or where students are evicted from the course due to breach of student code of conduct. A fee of \$40.00 applies if cancellation is requested or the student does not provide 3 standard working days notice of non attendance. Where 3 standard working days notices are provided, one change of course commencement date is permitted. Subsequent changes will incur a \$ 20 fee each change.

Disciplinary Procedures

Vital First Aid advocates that trainers and students have the right to train and the responsibility to work in a respectful and supportive environment. Students have the right to:

- be treated fairly and with respect by staff and fellow students;
- learn in an environment that is free from discrimination and harassment;
- learn in an environment that is conducive to success;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within fourteen days of receiving notification of any decision made about late or missed assessment; and
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation.

Students have the responsibility to:

- To treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff;
 - not behaving in a manner that is disruptive or interrupts training sessions;
 - not behaving in any way that may offend, embarrass or threaten others; and
 - not harassing students or staff, damaging, stealing, modifying or misusing our property;
- ensure personal details are current and correct;
- participate in all assessment tasks as schedules, honestly and to the best of each person's ability; and
- follow normal safety practices.

Students not abiding by these responsibilities will receive a written warning of discontinuation of course participation. Where non-compliance continues, students will be evicted from the course without refund or possible issuance of qualification. Either of these two steps may be appealed using the complaints process.