

Queensland **First Aid**

TRAINING • SUPPLIES • EST 1975



STUDENT HANDBOOK

Course Information for Students:

HLTFA301B Apply First Aid

HLTCPR201A Perform CPR

Queensland **First Aid** Training

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Welcome to Queensland First Aid Training

Thank you for enrolling with Queensland First Aid Training We hope you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

We hope that this course will expose you to a variety of experiences and challenges. The course will provide a mix of theory and practical training. We will also offer you an opportunity to build your confidence and motivation with a view to preparing you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are naturally welcome to ask us for further information if you have questions that are not covered.

The quality of your experience with Queensland First Aid Training depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge, and we will do our very best to ensure that the benefit to you exceeds your expectations.

Garry Draper
CEO, Queensland First Aid Training
April, 2009

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QUALITY & CONTINUOUS IMPROVEMENT POLICY

The purpose of this policy is to confirm Queensland First Aid Training commitment to meeting the quality standards expected by our customers in the delivery of the products and/or services that we supply to them and continually looking for ways to improve our service.

Our quality system is based on the requirements of the 2007 Australian Quality Training Framework Essential Standards for Registration, The Vocational Education, Training and Employment Act 2000 (QLD) and the Training and Employment Regulation 2000 (QLD) and any other relevant Commonwealth, or State Legislation or regulatory requirements for the operation of a Registered Training Organisation.

Our quality objectives are to:

- Provide quality training and assessment services
- Adhere to principles of access and equity and to maximise outcomes for our clients.
- Maintain management systems are responsive to the needs of clients, staff and stakeholders
- To continuously improves client services by collecting, analysing and acting on relevant data
- Grow our business by looking after our Customers

Use the quality system as a tool in achieving best practice outcomes across the organisation

To comply Federal and State Legislative and Regulatory requirements for the operation of a Registered Training Organisation

To implement this policy we shall focus on the needs of our business with particular reference to consistently meeting our customers' requirements and statutory obligations. Our quality system provides mechanisms for detecting system shortfalls and for stimulating continuous improvements.

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CODE OF PRACTICE

As a Registered Training Organisation, Queensland First Aid Training has agreed to operate within the Principles and Standards of the Australian Quality Training Framework.

Legislative Requirements

Queensland First Aid Training will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times. Legislation which specifically impacts on the role of our learners is addressed during training. The relevant Acts include:

- Anti Discrimination Act 1991 (QLD)
- Disability Services Act 2006 (QLD)
- Equal Opportunity & Public Employment Act 1992 (Commonwealth)
- Privacy Amendment Act 2000 (Commonwealth)
- Workplace Health and Safety Act, 1995 (QLD)
- Workcover QLD Act 1996 (QLD)
- Vocational Education, Training and Employment Act 2000 (QLD)
- Training and Employment Regulation 2000 (QLD)
- Copyright Act 1968 (Commonwealth)

Access and Equity

All trainees/students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that trainee/student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience. All members of the community, including priority VET target group members, are actively encouraged to participate in, and supported during our courses.

Quality Improvement Focus

Queensland First Aid Training has a commitment to providing a quality service and a focus on continuous improvement using the Australian Quality Training Framework Standards. We value feedback from trainees/students, staff, employers and all other relevant stakeholders for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular Queensland First Aid Training has client service standards, in accordance with AQTF guidelines, to ensure:

- The timely issue of student assessment results and qualifications. These will be appropriate to competence achieved.
- Our quality focus includes a Recognition of Prior Learning Policy,
- A fair and equitable Refund Policy,
- A Complaint Policy
- An Appeal Policy,
- An Access, Equity and Diversity Policy and student welfare and guidance services.

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- Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs.
- We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
- Our trainee/student information will ensure that all fees and charges are known to trainees/students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Audit

Queensland First Aid Training has agreed to participate in monitoring and audit processes required by the Training and Employment Recognition Council. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration

Queensland First Aid Training has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee/student fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee/student records are managed securely and confidentially and are available for trainee/student perusal on request. Queensland First Aid Training has adequate insurance policies.

Marketing and Advertising

Queensland First Aid Training markets vocational education and training products/services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. All advertising will be conducted in accordance with the provisions of the AQTF Standards

Training and Assessment Standards

Queensland First Aid Training has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.

International Students

Queensland First Aid Training will be bound to the Commonwealth Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991.

Sanctions

Queensland First Aid Training will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Training Organisation withdrawn.

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ACCESS, EQUITY AND DIVERSITY POLICY

Queensland First Aid Training adheres to principles of access and equity and to maximise outcomes for our clients. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

Queensland First Aid Training recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate Queensland First Aid Training commitment to State and National equity legislation and policy requirements including:

- Disability Discrimination Act (1992) Commonwealth
- Sex Discrimination Act (1984) Commonwealth
- Racial Discrimination Act (1975) Commonwealth
- National Strategy for the Education of Aboriginal & Torres Strait Islander People 1996 - 2002
- Anti Discrimination Act (1991) Queensland
- Multicultural Queensland Policy (1998)

Equity

Equity essentially means 'fairness'. In the VET context it means that people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by Queensland First Aid Training:

- that it is common for people to identify with more than one equity group;
- of the differences within and between equity groups;
- that each equity group does not experience the same type of disadvantage; and
- there remain many common systemic barriers for equity groups.

Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- prior educational experience
- cultural diversity
- language and / or learning styles
- goals and expectations
- motivation
- work and social experiences
- gender
- values and beliefs
- religion
- income
- age
- geographic location

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This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with Queensland First Aid Training including specific equity groups such as:

- women
- Indigenous Australian peoples
- people with a disability
- people from non-English speaking backgrounds
- people with English literacy and numeracy needs
- residents of rural and remote communities

COURSE ADMISSION

Queensland First Aid Training adheres to principles of access and equity and to maximise outcomes for our clients. Before clients enrol with Queensland First Aid Training, information will be provided to them about the training, assessment and support services to be provided, and about their rights and obligations.

All applicants for enrolment are required to satisfy Queensland First Aid Training that they meet all prerequisite requirements, such as qualification and/or experience, where detailed in the relevant course document (or Training Package), prior to acceptance for admission to courses.

Queensland First Aid Training also reserves the right to refuse enrolment where a reasonable doubt exists that a potential applicant will not be able to successfully complete a course being offered having due regard to the performance criteria and conditions as set out in the relevant course document (or Training Package). Where some doubt exists as to the applicant's ability to commence a course, they will be offered counselling including opportunities for other avenues of study or possible bridging programs to develop entry level competencies.

All potential course participants are encouraged to check the units of competency in the course / qualification to ensure they understand the performance requirements prior to enrolment. If there is some doubt as to the requirements or outcomes of a course, please ask Queensland First Aid Training for assistance in clarifying the suitability of the course to your skill development requirements.

The training costs and fees associated with the courses offered by Queensland First Aid Training are outlined in the relevant course information literature and are provided to the applicant at the time an initial inquiry is made.

ISSUING QUALIFICATIONS

On completion of an individual unit of competency contained within an accredited course or nationally recognised training package qualification, participants will be issued with a Statement of Attainment. A Statement of Attainment is provided in recognition that the participant has successfully completed part of a course or qualification. A Statement of Attainment can be used to gain a credit for the competency(s) with Queensland First Aid Training, or another registered training provider either within the state of Queensland or interstate, should the participant wish to complete the course at a later time. A Certificate is awarded when all units of competency identified within a specific qualification, have been successfully completed.

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NATIONAL RECOGNITION POLICY

National Recognition (Credit) means credit towards a qualification is granted to the student on the basis of outcomes gained by the student through previous participation in a course or training package qualification, with another Registered Training Organisation.

National recognition (Credit), for an applicable unit of competency, is available to any student when enrolling with Queensland First Aid Training

CREDIT POLICY

For fee for service students, Queensland First Aid Training is committed to the provision of a fair and equitable policy for the terms of credit and refund of course enrolment fees. The scope of this policy includes the provision of all training programs provided by Queensland First Aid Training

The terms of credit are at the discretion of the Managing Director, Queensland First Aid Training and subject to the provision of adequate client identification.

Enrolment fees will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.

FEES

For members of the general public, unless otherwise agreed upon, the fees are payable immediately upon completion of enrolment.

REFUND POLICY

It is the policy of Queensland First Aid Training to ensure that all applications for refund of fees are considered.

A full refund of enrolment fees will be made if a face-to-face course is cancelled by Queensland First Aid Training for any reason. An application for refund of course fees under any other circumstance must be made in writing to Queensland First Aid Training. An eighty percent (80%) refund is available up to ten working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a twenty percent (20%) administration fee.

No refund is available where cancellation is made less than ten (10) working days prior to the commencement of a course. However participants will be provided with an option to transfer to a course being offered at an alternate time at no cost should this occur no later than three days prior to course commencement. If closer than three (3) days a \$20 rebooking fee will be payable to cover administration costs.

No refund is available where participants leave prior to completing the course. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time initial payment is made.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Queensland First Aid Training.

In all other cases, refunds are at the discretion of the Managing Director, Queensland First Aid Training and may be negotiated on an individual case-by-case basis.

RECOGNITION OF PRIOR LEARNING POLICY

Recognition of Prior Learning is the process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole competencies.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience.

Students will need to contact Queensland First Aid Training for information on the RPL process. To apply for Recognition of Prior Learning students will need to complete the RPL form and attach their supporting evidence.

Unsuccessful applicants have the right to formally appeal the RPL assessment, through the institute academic appeals process.

Read ALL of this information carefully to ensure you understand the RPL procedure

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning is a means of measuring skills acquired through work or life experiences or through qualifications obtained from formal studies or training.

Benefits

If your RPL application is successful you may:

- Finish your course earlier
- Reduce your study load

How to apply

Step 1

- Discuss your RPL potential with the course co-ordinator.
- Obtain a RPL Application Form, and Guide to Completing a RPL Application from the Queensland First Aid Training Office.

Step 2

- Read the units of competency, that you are seeking recognition for, very carefully.
- Match your prior learning to the unit performance outcomes. If you have difficulties with this, contact the course co-ordinator.
- Obtain evidence to support your application e.g. letters of validation from your employer, past academic results, etc. Guidelines for preparing your portfolio of evidence will be provided with the RPL application form.

If submitting qualifications or similar, the original document(s) must be sighted by the Queensland First Aid Training Managing Director, or certified copies attached.

Step 3

- Complete the RPL Application and attach your evidence.

Step 4

- Lodge the forms with the Queensland First Aid Training Managing Director.

Step 5

- Enrol and pay the fee applicable for the proposed course. If your application has been assessed prior to your enrolment, the tuition fee will be calculated excluding any competencies for which you have been granted total credit under RPL.

RPL interview

You may be requested to attend an interview with an RPL assessor:

- The assessor will outline the process.
- You will be questioned about your previous work experience, training, education, hobbies and interests.
- Interviews may include a 'challenge test'.
- If you do not understand any of the questions, ask the assessor for an explanation.
- After the interview a recommendation will be made to the Managing Director of the Queensland First Aid Training for a decision on your RPL application.

RPL decisions

1. Request granted

- Application accepted and prior learning recognised.
- Study requirements may be reduced if this decision is made.

2. Request for partial exemption granted

- Your prior learning does not totally match the competency content in the course.
- You may be required to complete an assignment, or undertake alternative study to gain recognition for the complete unit of competency.

3. Request denied

- Your prior learning has not been recognised as relevant to the course.
- The usual study requirements of the course must be completed.

RPL notification

You will be formally notified of the outcome of your RPL application by the Queensland First Aid Training Managing Director.

RPL appeal process

If you are dissatisfied with the level of credit obtained, discuss the assessment with the Managing Director.

If you are still dissatisfied, write to the Managing Director Queensland First Aid Training within seven days of receipt of the RPL notification and request a review of the decision. The Managing Director's will access a third party to review the application. No further appeals are possible.

RPL fee

An initial application fee of \$50.00 is payable at the time of lodging a RPL application.

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COMPLAINTS AND APPEALS PROCEDURES

The following procedure explains how we aim to ensure any complaint or appeal is dealt with in a fair and timely manner.

APPEAL PROCESS

A participant enrolled in a course, who is seeking to appeal against an **academic decision** or other procedural matter, will be given the opportunity to present their case. The appellant should undertake the following steps:

1. In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence.
2. Assessment will be reviewed having due regard to submissions made by the participant.
3. Where the participant is still dissatisfied with the decision a request is to be made to Queensland First Aid Training, in writing, for a facilitator who has not been involved in the original decision, to review the decision.
4. If the participant is dissatisfied with the decision of the reviewing independent facilitators a written notice of appeal may be lodged with Queensland First Aid Training, requesting an independent review by an external appeal consultant.

Appeals will be accepted up to fourteen (14) days from the date an assessment result was received. Participants will be notified of the outcome of their appeal in writing within 21 days of a decision being reached.

COMPLAINT PROCESS

A participant enrolled in a course who has a complaint on any matter, **other than academic decisions**, will be given the opportunity to present their case. The participant should undertake the following steps:

1. In the first instance, an informal approach is to be made to the person with whom the participant has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If the matter is not resolved to the satisfaction of both parties, a request must be made to Queensland First Aid Training, in writing, for a facilitator who has not been involved in the complaint, to review the complaint and have the matter resolved.
3. If the participant is still dissatisfied, a written notice of complaint may be lodged with Queensland First Aid Training requesting an independent review by an external consultant, or appropriate body.
 - A complaint, if not resolved informally, must be lodged in writing no later than (14) days from the date of the incident considered to have caused the complaint.
 - A complaint can be forwarded directly to Queensland First Aid Training, Managing Director by telephone on (07) 3281 9845.
 - Any complaint received by the Managing Director will be written into the Improvement Log.

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- Where possible the complaint will be dealt with immediately by the Managing Director.
- All complaints will be dealt with within 21 days of receipt of the written details. A written response, advising of the outcome of the complaint, will be provided.
- Any substantiated complaint will be acted upon. All complaints will be recorded on an Improvement Log.

EXTERNAL CONSULTANT APPEALS

- Mutual agreement is to be reached between Queensland First Aid Training and the relevant participant regarding the external consultant to be engaged for use in the external appeal process. Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.
- Where participants wish to use an external consultant who is not approved by Queensland First Aid Training they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

APPEAL DECISIONS

- All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to participants and, subject to the provisions of the Judicial Review Act 1991, the decision of an external consultant conducting an appeal will be final.

Should you wish to speak with someone about your complaint you can contact the National Training Complaints Hotline, on telephone: 1800 000 674.

RECORDS MANAGEMENT

Privacy and personal information protection

When you enrol with Queensland First Aid Training you may be assured that the personal information you provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations on Queensland First Aid Training in its collection, storage, use and disclosure of your personal information.

We are obliged to tell you the purpose of collecting personal information, who receives this information and where it is held. We must also provide for your ongoing rights to access this information about yourself and make corrections.

We are also obliged to protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be necessary for the purposes of your course enrolment, learning, assessment, and study records.

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Access to Records

Students may access their own personal records by submitting a written request to Queensland First Aid Training. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within Queensland First Aid Training may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Managing Director and DETA auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required Queensland First Aid Training policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

Should you wish to access your own records, an application should be made in writing to the Managing Director Queensland First Aid Training

ANTI-DISCRIMINATION & SEXUAL HARASSMENT POLICY

Queensland First Aid Training adheres to principles of access and equity and to maximise outcomes for our clients.

Anti-Discrimination

It is the policy of Queensland First Aid Training to ensure that the Anti-Discrimination Acts of the State Government and Discrimination Acts of the Federal Government are adhered to. These Acts include, but are not limited to, the Federal Government Racial Discrimination, Human Rights and Equal Employment Opportunity (EEO) and Sex Discrimination Acts. Also included is the Queensland Government Anti-Discrimination Act, which deals with all the foregoing Federal Acts.

The organisation does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free of discrimination and harassment.

Sexual Harassment

The policy of Queensland First Aid Training is that sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. We believe that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity.

Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

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All Queensland First Aid Training employees must ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or act as witnesses, are not victimised in any way.

What to do if you are Discriminated against or Sexually Harassed

You have the right to feel safe and to have full opportunity to achieve your potential in your study. Don't let harassment interfere with your life. If you are being harassed seek help immediately.

There are several options. Choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment, thinking it will go away - often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You may:

- Tell the person they are making you uncomfortable and ask them to stop.
- Make a complaint to one of the staff from Queensland First Aid Training

Or

- Make a complaint under Anti-Discrimination Legislation to the Queensland Anti-Discrimination Commission and Human Rights and Equal Opportunity Commission:

Telephone state-wide: 1300 130 670 or TTY 1300 130 680

Visit: Level 1

189 Coronation Drive (cnr Cribb Street) Milton

P O Box 2122, Milton Q 4064 or Brisbane DX 44037

Fax: (07) 3247 0960

HEALTH & SAFETY POLICY

Workplace Health & Safety Responsibilities:

Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995.

- Students **MUST NOT** act in a manner which endangers the health and safety of themselves or any other person while at a course being run by Queensland First Aid Training
- Students **MUST** carry out safety directions given by members of Queensland First Aid Training;
- Students **MUST NOT** wilfully or recklessly interfere with anything provided in the interests of health and safety at Queensland First Aid Training

NOTE: *Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Rules and can face disciplinary action.*

STUDENT SUPPORT SERVICES POLICY

Queensland First Aid Training has a commitment to providing equity in training for all identified groups. Ensuring equity in training for women and the elimination of discrimination against women students in vocational education and training is a priority.

Students with Language, Literacy and Numeracy problems, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of programs offered by Queensland First Aid Training

Queensland First Aid Training will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Details of participant support services available for our courses are outlined in this 'Student Handbook', or can be obtained by contacting our office on (07) 3378 8662. Advice for course facilitators regarding the procedure for accessing support services is provided in Procedures for Student Information.

In addition to client support the College provides some welfare and guidance assistance. This is more specialised and has a broader range than client support. Where appropriate the College will provide initial support and guidance. However, personal and social issues will be referred to trained professionals as required.

Students requiring counselling or support should discuss the matter with their trainer. The trainer will assist where possible, and in the event that further action is required, will refer you to the appropriate agency. LL&N support can be accessed through:

Adult English Language, Literacy and Numeracy:

TAFE Queensland
Language & Literacy Services
Phone: (07)3234 1666
Or contact your nearest TAFE Institute.

Please discuss the matter with us if you have any special needs or questions.

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STUDENT RULES

Queensland First Aid Training aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow Queensland First Aid Training Student Rules.

STUDENT RIGHTS AND RESPONSIBILITIES

Change of Personal Details

It is your responsibility to notify Queensland First Aid Training if you change your name or address after enrolment. This is critical to receive important information from Queensland First Aid Training (e.g. Results of Assessments). There is a 'Student Change of Address Notification' available from the office or you can ask your trainer.

Mobile Phones and Pagers

The staffs at Queensland First Aid Training makes provision for all students/trainees to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students/ trainees must leave the room to answer calls.

Drugs, Alcohol and Articles Considered Dangerous

Queensland First Aid Training prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course being run by Queensland First Aid Training. The penalties for serious misconduct range from exclusion from Queensland First Aid Training courses for a period of time to 'Removal of Academic Privilege'.

Examinations / Course Assessments and Results

You are entitled to sit for your examination/assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, you can be told to leave the assessment room/area, and may be deemed 'not competent' in the assessment by Queensland First Aid Training

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation, including an examination.

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If you engage in malpractice, such as copying, using unauthorised notes or aids, or exposing your worked papers so that another student may copy them, you will be liable to disciplinary action. The penalties for malpractice in an assessment range from the issuing of a 'not competent' result in the subject being assessed, to exclusion from Queensland First Aid Training courses for a specific period of time.

Cheating

A student/trainee shall not cheat or attempt to cheat in any assessment.

A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student/trainee is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Managing Director for appropriate action as outlined in disciplinary action.

MISCONDUCT

Misconduct of a Student/Trainee is any behaviour which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students/trainees
- Interferes with the conduct of Queensland First Aid Training operations

The following examples of behaviour would constitute misconduct if a student/trainee participated in the following:

Vandalism / Theft

- Defaced equipment, furniture or fixtures on premises under the control of Queensland First Aid Training
- Was caught stealing

Safety / Hygiene:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety or hygiene regulations

Failure to Comply With Directions:

- Refused to obey emergency procedures
- Smoked a cigarette in a non-smoking designated building
- Refused to obey teacher/supervisor direction when given for safety of class
- Disrupted others learning

Cheating / Plagiarism:

- Was caught cheating in an assessment/examination
- Plagiarised another person's work

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

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Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Alcohol / Drugs:

- Drinking an alcoholic drink on premises under the control of Queensland First Aid Training
- Intoxicated and disorderly on premises under the control of Queensland First Aid Training.
- Engaging in the taking or selling of drugs

Weapons:

- Carried a weapon on their person on premises under the control of Queensland First Aid Training
- Used an object as a weapon to threaten or intimidate another person on premises under the control of Queensland First Aid Training

Exposure / Decency:

- Acted in a lewd way
- Engaged in sexual behaviour

Misconduct is a disciplinary offence and includes but is not limited to:

1. Wilfully obstructing or disrupting any Queensland First Aid Training meeting, activity, class or assessment
2. Wilfully carrying out behaviour that may be detrimental to the health and safety of other students/trainees or staff
3. Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
4. Wilfully damaging, or wrongfully dealing with, any Queensland First Aid Training property or the property within premises under the control of Queensland First Aid Training personnel
5. Assaulting or attempting to assault any person within Queensland First Aid Training
6. Drunken and disorderly behaviour on premises under the control of Queensland First Aid Training
7. Cheating and plagiarism
8. Making a false representation as to a matter affecting student/trainee status
9. Breach any rules relating to conduct of assessment
10. Any indictable offence which impinges on Queensland First Aid Training operations
11. Possession of prohibited or dangerous articles
12. Breaching Workplace Health & Safety responsibilities

STUDENT HANDBOOK

DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the student rules as set out in this Handbook.

You can appeal against certain penalties. (Refer to Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct:

If the student has acted in, or engaged in any misconduct **other than 'Serious Misconduct'** the following steps shall be taken.

In the 1st instance (a first offence) a verbal warning shall be issued and counselling shall be provided to the student/trainee advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence - A Formal written warning will be issued to the student/trainee advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Managing Director, the person issuing the warning/counselling and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

3rd Offence will result in the removal of academic privilege by Queensland First Aid Training. The student/trainee will be advised of the time to attend a meeting with the Managing Director and the person issuing the disciplinary action. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Managing Director, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.

If the student has acted in, or engaged in any **'Serious Misconduct'** the following steps shall be taken:

1. The student / trainee shall be immediately suspended for 24 hours from attendance at class.
2. The supervisor/trainer shall advise the Managing Director immediately and provide a written statement, which details the circumstance of the student/trainee suspension.
3. The student/trainee will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Managing Director.
4. The student/trainee will be provided with the reason for this disciplinary action in writing, and any comments the student/trainee makes in relation to the misconduct, along with the disciplinary action taken as a result should be documented. A copy of this record shall be dated and signed by the Managing Director, the person issuing the disciplinary action and also the student/trainee receiving the disciplinary action and this record shall be placed in the student file.
5. The student/trainee shall also be advised in relation to their right of appeal against certain penalties.

6. The Managing Director shall give the student/trainee a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - Modify or dismiss the charge
 - Reprimand and warn the student/trainee against repetition of the breach of discipline
 - Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - Remove Academic Privilege

HLTFA301B Apply First Aid **HLTCPR201A Perform CPR**

Course Outcomes:

Description

This course teaches the fundamental principles, knowledge and skills to enable the first aider to provide emergency care for injuries and illnesses, in the home or the workplace.

Course content

- chain of survival
- assessing the situation
- signs of life
- performing CPR
- demonstrate use of an automated external defibrillator
- care of the unconscious person
- special techniques for children and Infants
- CPR in special circumstances
- breathing emergencies including choking and asthma
- cardiac emergencies
- severe allergic reaction
- shock
- bleeding and wound care
- burns and scalds
- extremes of Heat and Cold
- poisoning
- altered conscious states
- bites and stings
- musculoskeletal injuries
- infection control
- reporting procedures

Prerequisites

There are no prerequisites for this course. Current industry standard is for this course to be updated every 3 years with the CPR component being updated every 12 months.

HLTFA301B Apply First Aid

This unit of competency provides the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

HLTCPR201A Perform CPR

This unit of competency provides the skills and knowledge required to perform Cardiopulmonary Resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

Delivery of training

This first aid course is delivered in face to face over one day. Training is provided at a range of delivery sites.

Students are expected to attend a minimum of 7 hours training. Training will be offered through a combination of teacher led theory sessions and practical tasks.

Assessment strategy

Assessment methods used to in the first aid course include a combination of written and practical assessments.

- Clear instructions are provided to the learner in an 'assessment tasks' book.
- Learners are required to complete written short answer tests as confirmation of understanding of the underpinning knowledge requirements for each unit.
- In some cases, written tasks may include responding to questions based on a case study or scenario that reflect workplace examples.
- Assessment of practical tasks is assessed by observation.
- Learners may be required to orally respond to questions as part of the observation process for practical assessments.

Any student that does not achieve competency on his/her first attempt at an assessment will be thoroughly debriefed by the assessor. Where required the debriefing will identify opportunities for further training to address the area(s) on non-competence. The assessor will also clearly identify the part(s) of the assessment that need to be attempted again. **All students have the opportunity to be re-assessed, without incurring any additional fees.**

Pathways:

Learners successfully completing the first aid course may undertake further study in a range of qualifications form the HTT07 Health Industry Training Package.

Award:

Learners successfully completing all required units will be awarded a nationally recognised **Statement of Attainment**.

Contact:

Please contact Queensland First Aid Training on (07) 3281 9845 if you have any questions or require any additional information.