



Participant Handbook

Adventure Training Services Pty Ltd trading as

All Aid First Aid

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Introduction

Welcome to Adventure Training Services Pty Ltd trading as All Aid First Aid.

We are a Registered Training Organisation.

All Aid First Aid provides Nationally Recognised Training in First Aid in the following programs:

ALL AID FIRST AID COURSES

CPR REFRESHER PROGRAM

- HLTAID001 Provide cardiopulmonary resuscitation

PROVIDE FIRST AID PROGRAM

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid

REMOTE & WILDERNESS FIRST AID PROGRAM

OUTDOORS FIRST AID

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid

REMOTE AREA FIRST AID

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID005 Provide first aid in remote situations

WILDERNESS FIRST AID

- HLTAID001 Provide cardiopulmonary resuscitation
- Wilderness First Aid Skill Set (SISSS00108), comprising of:
- HLTAID003 Provide first aid
 - SISOOPS305A Provide first aid in a remote location
 - SIXXEME001 Respond to emergency situations
 - SIXXEME002 Coordinate emergency responses
 - SISXOHS101A Follow occupational health and safety policies

ADVANCED WILDERNESS FIRST AID

- All WFA units plus
- HLTAID006 Provide advanced first aid
- HLTAID007 Provide advanced resuscitation

WILDERNESS MEDIC

- All WFA and ADV WFA units plus
- HLTAID008 Manage first aid services and resources
- PUAEME005A Provide pain management

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

The RTO Standards

You are about to become a participant in a learning process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the current RTO Standards. The current standards are the **Standards for Registered Training Organisations (RTOs) 2015**. Adherence to these and other requirements is done by the Australian Quality Skills Authority (ASQA).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the Standards for RTOs and will be re-audited during its subsequent seven year registration period.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Participant and All Aid First Aid Rights and Responsibilities

As a participant in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered in detail in the body of this Participant handbook, but are summarized here for your convenience.

1. All Aid First Aid has a responsibility to its clients and participants to provide quality training and assessment services, compliant to the Standards for Registered Training Organisations, in a competent manner through the provision of quality resources and staff resulting in the issuance of AQF statement of attainment.
2. All Aid First Aid guaranteeing that in the event that All Aid First Aid cannot deliver a course, a full refund of all monies paid to All Aid First Aid will be refunded to the purchaser.
3. All Aid First Aid has a responsibility to its clients and participants to keep them informed of any changes in the service delivery including trainers, our ownership, the engagement of third parties or any other aspect of the participants training experience.
4. Both the Participant and All Aid First Aid have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both All Aid First Aid and you, the participant, have an obligation to adhere to ALL legislation applicable in Australia.
5. We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.
6. You have a right to a safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.
7. We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments.

8. Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guiding you to the completion of the Course and must maintain a high standard of current documentation, good service, good trainer/assessors who are current in their knowledge and experience in the relevant qualifications(s) being undertaken.
9. We have a right to expect that all assessments provided by are your own work, not copied, taken or plagiarized from someone else.
10. You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.
11. You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.
12. You have a right to expect that all course requirements are compliant to the principles defined in the Standards for RTOs, and that the qualification issued by us to you will be received in good standing.
13. You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.
14. We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow participants and other people whom you meet and come in contact with at All Aid First Aid.
15. We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our participants.
16. This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behavior, threatening or aggressive behavior or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a participant in the course requirements.
17. You have a right to be provided with the services that you have paid for, if you have paid for a course, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.
18. You have a right to receive the services for which you have paid. We have an obligation to provide them.
19. You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled participants.
20. We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by the All Aid First Aid.

21. You have a right to complain and appeal about anything or any decision we make at the All Aid First Aid, be it about you or about how we conduct the business of the RTO.
22. We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.
23. You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.
24. We have an obligation to clearly state all fees and charges associated with the course requirements.
25. We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.
26. You have an obligation to provide feedback on our assessment and on the Client Services we have provided.
27. We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.
28. We have an obligation to clearly convey to you, the Participant, the policies and procedures that Participants must be aware of. Equally so you, the participant, have an obligation to understand those policies and procedures concerning your application, any use of the All Aid First Aid facilities and any property or facilities used by All Aid First Aid to assess your application.

Participants who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the Managing Director, and may result in cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the Managing Director is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

State Based Legislation

- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Child Protection (Working with Children) Act 2012 No 51.

Workplace Health and Safety Policy

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes All Aid First Aid 's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,

- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

All Aid First Aid takes a zero-tolerance approach to all forms of harassment and/or discrimination. We provide a workplace/learning environment that is free from all forms of harassment and discrimination, to ensure staff and participants feel valued, respected and are treated fairly. All of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of All Aid First Aid.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

All Aid First Aid takes the privacy of our participants very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the Standards for RTOs we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle is to ensure that All Aid First Aid entities manage personal information in an open and transparent way.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with All Aid First Aid in relation to a particular matter.

Principle 3 – Collection of solicited Personal Information. All Aid First Aid must not collect personal information (other than sensitive information) unless the information is reasonably necessary for All Aid First Aid business purposes.

Principle 4 – Dealing with unsolicited personal information. If All Aid First Aid receives personal information, All Aid First Aid must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is deidentified.

Principle 5 – Notification of the collection of personal information. Requires All Aid First Aid to notify our clients, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that All Aid First Aid holds on an individual that was collected for a particular purpose, All Aid First Aid must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As the All Aid First Aid holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross Border disclosure of personal information. Where All Aid First Aid discloses personal information about an individual to an overseas recipient, All Aid First Aid must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government related identifiers. All Aid First Aid must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes issued by either the State based regulators, or the department of Innovation with regard to the Unique Student Identifier.

Principle 10 – Quality of personal information. All Aid First Aid must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that All Aid First Aid collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If an All Aid First Aid entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As All Aid First Aid holds personal information about individuals, All Aid First Aid must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As All Aid First Aid holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; All Aid First Aid must take such steps as are reasonable in the circumstances to correct that information.

Working with Children

All Aid First Aid regularly offers training and assessment programs to Students under the age of 18.

All Aid First Aid complies with all Federal and State Working with Children legislation, specifically the *NSW Child Protection (Working with Children) Act 2012 No 51*.

Every All Aid First Aid staff member (regardless of their role) has a current NSW Working With Children Check. Individuals who do not have a CLEARED status are NOT engaged as employees. This is done through a submission to the appropriate government agency <https://check.kids.nsw.gov.au>.

All Aid First Aid conducts an annual staff awareness training and review of our *Child Protection Policy and Procedures*.

Fees and Refund Policy

All our training and assessment products are only offered as a group-based program to contracting organisations.

Our stated fees for groups-based programs are as follows

HLTAID 001 – \$500 for a group of up to 10

HLTAID003 – \$1850 for a group of up to 16

All fees are paid in arrears with 30 day payment terms.

We are able to run consecutive or concurrent groups.

We encourage you to discuss your training needs with us to obtain a personalised quotation prior to engaging AAFA's services. Per head quotations can be arranged upon request.

For the All Aid First Aid Remote and Wilderness First Aid Program, the fee structure is \$360 per person, per two day module. We accept both group-based payment from an organisation (with the above organisational payment terms) and individual pre-course payments direct to AAFA from staff employed at the contracting organisation and invited to enrol by the contracting organisation.

This policy applies to all individual fees collected direct from learners, prior to a course.

1. If we (All Aid First Aid) cancel a course you will be offered a full refund or a rescheduled course booking
2. If you cancel with more than 7 days notice a full refund will be offered
3. If you cancel with less than 7 days notice;
 - a. a 50% refund is available or
 - b. a 100% transfer of the value of your booking fee to another suitable course.

All Aid First Aid is committed to providing quality training at affordable prices. If you feel you did not 'get what you paid for', please contact us to discuss the situation.

In cases of extreme hardship, an appeal can be made to our Managing Director who can amend our policies.

Participant Documentation Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area. Our electronic records are stored in our participant records software system, BApps, and access is protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The Managing Director is responsible to conducting a backup of our computer systems to a Cloud based backup system.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We are required to submit statistical data on our participants to the AVETMISS standard, we will use the features inside BApps software, our participant record software program to achieve this.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the Standards for RTOs such as:

- trainers and assessors, to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement copy of their Certificate.

We are required to ensure that we issue our statements of attainment and certificates to a participant within thirty days (30 days) where the participant has:

- Completed the course
- Been found competent in that unit(s) of competency
- And met their financial obligations to us

Recognition of other Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by All Aid First Aid

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy of the original certificate to the Managing Director or in some cases the trainer, who will verify the authenticity of the document by contacting the issuing authority and record the outcome in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to All Aid First Aid's Managing Director.

Client Selection

There are pre-requisites to enrolling in our training programs.

If you have any questions please do not hesitate to discuss the course with your trainer or the Managing Director.

Enrolment

If your organisation has contracted AAFA to provide a course and offered you a place on that course, you will need to enrol directly with AAFA through our student management system.

You will receive an email from AAFA (either directly or forwarded from the person at your organisation who requested the course) with pre-course information and an invitation to enrol. If you accept this invitation, you will need to complete an enrolment/application form, which will require you to provide details on the Unique Student Identifier (USI), a new initiative from the Australian Government.

If you have any learning support needs or difficulties with the enrolment process, you can contact AAFA on info@allaid.com.au

Unique Student Identifier

As from 1st January, 2015, students, wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

As from 1st January, 2015, a RTO cannot issue a qualification to a student unless that student provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual.

Thus from 1st January, 2015, unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain your USI, you will need to:

1. Obtain it yourself from www.usi.gov.au by providing information about yourself similar in content to that on your driver's licence, or

2. Authorise a third party such as this RTO to obtain it on your behalf. To enable us to generate your USI, you will need to:

1. Accurately complete this enrolment form, ensuring that the details you provide match your ID.

2. Provide us with one of the following form of unique identification:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

3. Nominate the preferred method of contact so that your USI activation notice can be sent to you, options include, email, phone or mailing address.

4. Complete the form over page.

Once your USI has been generated, you should:

- write down your USI somewhere safe or enter it into your phone for safe keeping.
- activate your USI account at some stage in the near future.
- if you do not activate your account, your USI still works.
- when you do activate your account, you will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates

PLEASE ALSO NOTE: Any USI provided to use by a student will need to be verified as being accurate. To achieve this, our staff will visit the USI website www.usi.gov.au

If the USI is identified as not being correct, or “rejected” we are not permitted to issue a Statement of Attainment or a Certificate.

Please also be aware that any copies of student personal information obtained for the purposes of determining or confirming a USI shall be securely destroyed when no longer needed.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant’s needs exceed our ability to accommodate, we will, in the first instance, refer the participant to the learning support services at their contracting organisation. Should this not be an option (e.g. no service exists or participant does not want to engage these services), we will refer the participant to the option of completing a TAFE LLN course prior to commencing the training.

Further external information and assistance can be accessed at

Literacy and Numeracy Support:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes. We recognise that certain aspects of a First Aid course can be difficult or traumatic for some people, based on prior experiences. If this applies to yourself, please communicate this with our trainers, so we can best support your welfare.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of All Aid First Aid's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the All Aid First Aid Managing Director, Greg James, who will assist you to the full extent of our capacity.

If your needs exceed our support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

Flexible Delivery and Assessment Procedures

All Aid First Aid recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

All Aid First Aid will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

All Aid First Aid undertakes to assist participants achieve the required competency Standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or All Aid First Aid's Managing Director

Complaints and Appeals

All Aid First Aid treats complaints and appeals from staff, participants, our participants' employer and other parties very seriously and we will deal with these in an effective and timely manner, typically aiming to resolve all complaints within three weeks.

All Aid First Aid will act upon any substantiated complaint or appeals, these will be recorded into our RTO management system and will lead where appropriate to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the Managing Director.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Employers or Companies should contact the Managing Director.

Participants should contact their trainer. The trainer should be the first point of contact for participants the aim of this first contact is to resolve the issue quickly.

If the participants complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the Managing Director.

If the Managing Director is the trainer, or the complaint is about the Managing Director, then the alternative contact is the Senior Trainer.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, and the Managing Director.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the Managing Director, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, All Aid First Aid will, with the permission of the participant, seek assistance from other authorities such the Police, Legal Representative or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with NSW and Australian Law.

At all times will the principles of Natural Justice be upheld, the complainant/appellant will remain informed at all times of the progress of their complaint or appeal through written correspondence, either by email or letter.

All Aid First Aid will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the Managing Director will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the Managing Director. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

Engagement of the external assistance will be the responsibility of the Managing Director.

The suitable independent person or panel, will need to be agreed upon by both the participant and, this could include another external Trainer Assessor, or it could include an independent commercial mediators such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000

Phone: +61 2 9251 3366
Freecall: 1800 651 650
Fax: +61 2 9251 3733
Email: infoaus@resolution.institute

Escalation to an external mediation service is a significant process and incurs significant costs.

Engagement of the external assistance will be the responsibility of the Managing Director.

All Aid First Aid is prepared to undertake escalation to independent mediation if All Aid First Aid is not able to resolve a dispute with a participant.

Once the need for Independent Mediation is agreed with the participant, All Aid First Aid will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and the All Aid First Aid will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

Irrelevant of the process undertaken to resolve the matter, then the complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal, and should this process take longer than sixty (60) days we will enquire as to the reasons why and keep the participant informed of these reasons, again through written correspondence, typically email or letter.

Participants are also able to lodge a complaint about a RTO with ASQA. The ASQA process is detailed at:

<http://asqa.gov.au/complaints/make-a-complaint---domestic-Participants/make-a-complaint---domestic-Participants1.html>

ASQA
GPO Box 9928
Melbourne VIC 3001
Ph: 1300 701 801 (9:00am – 7:00pm EST)
Web: enquiries@asqa.gov.au

Please note the following extract from the above referenced website:

- *ASQA takes a risk-assessment approach to complaints—our resources are limited so must focus on the most serious complaints.*
- *ASQA's role is not to act as a Participant advocate for individual Participants. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.*
- *ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved. Further details can be read in ASQA's Privacy Policy.*

A further option available to people and organisations is the National Training Complaints Hotline. This **number is 13 38 73** and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

Assessment Appeals

In rare circumstances, the participant may object to decisions made by All Aid First Aid, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in class
- The response provided by the participant was the response provided in class
- Or any other reason.

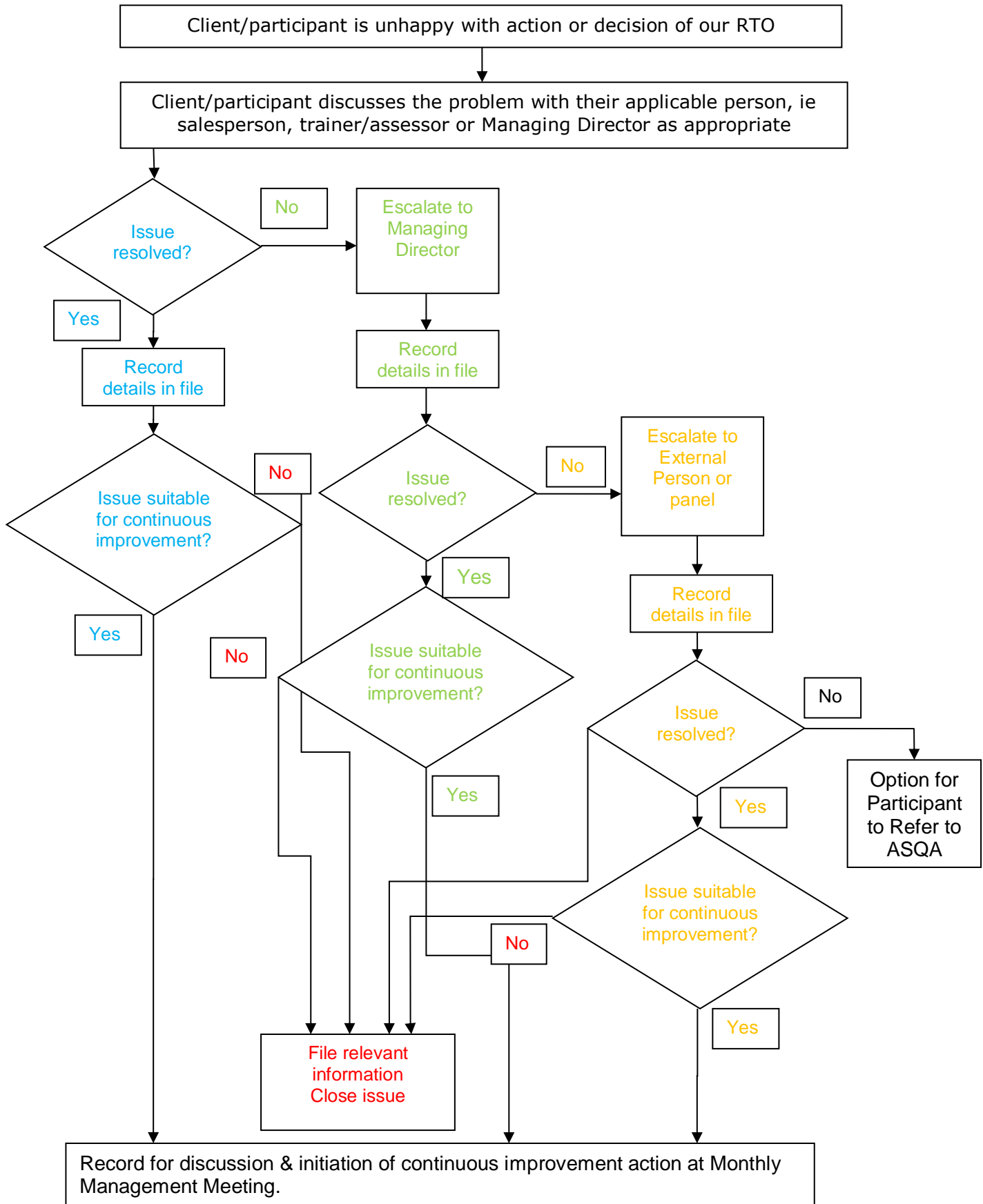
In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the Managing Director who will:
 - a. provide written receipt of your case within one business day,
 - b. review your case, if desired, you will be able to present your case to the Managing Director. The Managing Director will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint and appeal, and should this process take longer than sixty (60) days we will keep the participant informed of these reasons, again through written correspondence, typically email or letter.

Flow Chart Representation:



Discipline

All Aid First Aid attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

All Aid First Aid, has a zero tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary Standards will be discussed with the trainer and All Aid First Aid Managing Director and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,

- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section. There is no charge for re-assessment.