



Student Handbook

Version 1.6

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ABOUT YOUR TRAINING

The following information is provided and applies to all students undertaking a course with Australia Wide First Aid. It is expected that you read and understand the following information prior to your face to face training as you will be required to acknowledge that you received and agreed to the following information. Students who have not read and agreed to this student handbook will not be permitted access to face to face training. If you have any questions or queries on the information in the Student Handbook, please do not hesitate to contact us via phone or email:

Australia Wide First Aid (RTO 31961)

20 Archerfield Road, Darra QLD 4076

Ph: 1300 336 613

E: info@australiawidefirstaid.com.au

Australia Wide First Aid is a registered training organisation (RTO 31961) that provides nationally recognised first aid training courses via blended online assessment and face to face training & assessment. Australia Wide First Aid has implemented effective management practices to continually maintain and improve our training and customer service standards in accordance with the VET Quality Framework. We employ suitably qualified and experienced Trainer & Assessors and regularly consult industry experts on our training and assessment to ensure that we meet the needs of the client and industry. This ensures that students consistently receive professional training and services.

COURSE LOCATION

Australia Wide First Aid offers competency based training at seventeen (17) public course locations around Australia. In addition, Australia Wide First Aid also deliver group onsite courses for employers and organisations. For further information please contact Corporate Services Team at sales@australiawidefirstaid.com.au

Australia Wide First Aid Training Venues include:

Queensland		Victoria	Western Australia
Brisbane CBD	Darra	Melbourne CBD	Belmont
Mitchelton	Brown Plains		Joondalup
Capalaba	Springfield Lakes	New South Wales	
Mt Gravatt	Ipswich	Sydney CBD	
North Lakes	Toowoomba	Blacktown	
Townsville	Southport		

****Please refer to your booking confirmation email for training venue address details***

COURSE DELIVERY

Australia Wide First Aid delivers a range of first aid courses including provide CPR, provide first aid, provide emergency first aid in education and care setting and low voltage rescue. The assessments and duration of courses will vary depending on the course; below is basic guide on assessment methods and course duration.

****For course start and finish times, please refer to your booking confirmation email****

Unit of Competency	Course Name	Assessment Method	Course Duration
HLTAID001	Provide CPR	E-Learning Assessment, practical scenarios & written assessments	3 hours pre-reading & online multiple choice 3 hours face to face training
HLTAID003	Provide First Aid including CPR	E-learning Assessment, practical scenarios & written assessment	8 hours pre-learning & online multiple choice 8 hours face to face training inclusive of a 30min lunch break
HLTAID004	Provide Emergency First Aid in education and care setting	Online Quiz, practical scenarios and written assessment – <i>quiz provided included in booking confirmation</i>	8.5 hours inclusive of a 30min lunch break
HLTAID001 & UETDRRF06B	Provide CPR including Perform Rescue from live LV panel	Practical Scenarios and Written Assessment	4 hours
22282VIC & 22300VIC	Asthma and Anaphylaxis	Practical Scenarios and Written Assessment	3 hours

COURSE OVERVIEW

PROVIDE FIRST AID INCLUDING CPR (HLTAID003 Replaced HLTA311A)

Provide first aid including CPR includes three (3) units of competency including Provide cardiopulmonary resuscitation, provide basic emergency life support and provide first aid. Below is an overview of each unit of competency to be completed by each student:

Provide Cardiopulmonary Resuscitation (HLTAID001 Replaced HLTCPR211A)

This course provides student with the skills and knowledge in line with Australian Resuscitation Council (ARC) guidelines to respond to emergency situation and provide CPR in community and workplace settings. ARC recommends HLTAID001 be renewed every twelve (12) months.

This course provides students the opportunity to develop skills and knowledge on how to provide a first aid response to a casualty in workplace and community setting. It is recommended that students renew their training every three (3) years.

PROVIDE EMERGENCY FIRST AID IN EDUCATION OR CARE SETTING [HLTAID004]

This course provides students with training on providing first aid response to infants, children and adults including asthma and anaphylactic emergencies. The course is designed specifically for staff working within an education and care setting. This unit of competency meets the requirement of the Australian Children's Education and Care Quality Authority (ACECQA) and also satisfies all requirements for first aid, anaphylaxis management and emergency asthma training under the Education and Care Service National Law and the Education and Care Services National Regulations (2011). It is recommended that students renew their training every three (3) years.

If you are unsure if you've registered for the correct course, please check with your employer and refer to Australian Children's Education and Care Quality Authority website for first aid qualification requirements for centre based services, school based services and family day care services: <http://www.acecqa.gov.au/First-aid-qualifications-and-training>

PROVIDE CPR & PERFORM RESCUE FROM LIVE LV PANEL

Provide CPR including Perform rescue from live LV panel includes two (2) units of competency. Below is an outline of each unit of competency:

Provide Cardiopulmonary Resuscitation (HLTAID001 Replaced HLT CPR211A)

This course provides student with the skills and knowledge in line with Australian Resuscitation Council (ARC) guidelines to respond to emergency situation and provide CPR in community and workplace settings. ARC recommends HLTAID001 be renewed every twelve (12) months.

[UETDRRF06B] – Perform rescue from live LV panel

This course provides students with the skills and knowledge to perform rescue procedures from live LV apparatus. The training includes the responsibilities of health, safety and risk management processes at all operative levels, mandatory requirements of rescue from live LV panel and how to apply these in workplace setting. The course is designed for those working within the electrical works and forms part of their workplace regulation, it is recommended that training be renewed every twelve (12) months.

Provide Basic Emergency Life Support (HLTAID002 Replaced HLTAF211A)

This course provides students with the skills and knowledge to recognise and respond to life threatening situations within the workplace or community in line with Australian Resuscitation Council (ARC) Guidelines. It is recommended that students renew their training every three (3) years.

Provide First Aid (HLTAID003 Replaced HLTFA311A)

This course provides students the opportunity to develop skills and knowledge on how to provide a first aid response to a casualty in workplace and community setting. It is recommended that students renew their training every three (3) years.

ASTHMA & ANAPHYLAXIS

The Asthma and Anaphylaxis course offers students the opportunity to be trained and assessed on the management of asthma and anaphylaxis, below is an overview of the course:

[22282VIC] – Course in the Management of Asthma Risks and Emergencies in the Workplace

This course provides student with the skills and knowledge on providing asthma related first aid intervention and how to develop and asthma management plan in the workplace. It is recommended that students renew their training every three (3) years. The Australian Children’s Education and Care Quality Authority (ACECQA) recognises this course as fulfilling the requirements for Asthma management within the workplace.

[22300VIC] - Course in First Aid Management of Anaphylaxis

This course provides students with the skills and knowledge on how to identify and allergic reaction and anaphylaxis, developing risk management & risk minimisation strategies for anaphylaxis and provide an emergency response to person experiencing allergic or anaphylactic reaction including the administering of auto-injector (Epi-Pen). It is recommended that students renew their training every three (3) years. The Australian Children’s Education and Care Quality Authority (ACECQA) recognises this course as fulfilling the requirements for Anaphylaxis management within the workplace.

If you are unsure if you’ve registered for the correct course, please check with your employer and refer to Australian Children’s Education and Care Quality Authority website for first aid qualification requirements for centre based services, school based services and family day care services: <http://www.acecqa.gov.au/First-aid-qualifications-and-training>

COURSE FEES

All fees and charges must be processed at the time of the booking with Visa or Mastercard. Please be advised that your Statement of Attainment will not be released until course fees and charges have been paid. Payment (cash / credit card) will not be accepted on the day of the course; please refer to your tax receipt for course costings.

****For account paying Customers, please refer to your current payment terms or contact customer service on 1300 336 613 for assistance****

COURSE ENROLMENT

Students are required to complete an enrolment form and provide their Unique Student Identifier (*Please refer to USI section below*) either online via www.australiawidfirstaid.com.au or over the phone with customer service staff. Students will be required to provide their personal details and respond to questions to identify the student's suitability to the course. It is the responsibility of the student to ensure that details provided are true and correct. Please be advise that providing false information will delay the processing of your Statement of Attainment and may affect your eligibility.

On enrolment, the student will be emailed a booking confirmation, tax invoice, and student login details which will ensure students have the opportunity to update their personal details and provide their USI. Students must provide all requested information to be permitted entry into the course. ***Please note that the student must be at least 14 years of age to attend a first aid course.***

Additional Information for Provide First Aid including CPR students:

Provide First Aid including CPR students will receive an additional email which will include information and access to E-Learning Assessment. Please contact customer service on 1300 336 613 or email info@australiawidfirstaid.com.au if you have not received your E-Learning Assessment email.

INTERNATIONAL STUDENTS

Australia Wide First Aid is not a CRICOS registered training provider. For further information please contact Australia Wide First Aid's Compliance Manager on 0405 508 127.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI) is a reference number created with a combination of numbers and letters which is directly linked to the student. Under Commonwealth Government Regulations effective of January 2015, any person/s undertaking training course with accredited training provider must provide a valid USI to obtain their Statement of Attainment. To learn more about USI please visit <https://www.usi.gov.au/about> or if your experiencing difficulties creating or retrieving your USI please call 1300 857 536

As of 1st November 2017, all students attending training course with AWFA must provide a valid USI before course commencement date. It is the student's responsibility to ensure that a valid USI is provided at the time of enrolment. Students that are not able to supply their USI at the time of booking, will receive daily email reminders and three (3) SMS reminders the day before the course. Student have until 9pm AEST the day before the course to provide their USI. Students who are unable to supply the USI by the deadline will not be permitted entry into the course and will be required to reschedule their course (\$22 Rebooking Fee applies)

Student can supply their USI either by contacting customer service staff on 1300 336 613 or logging into their student portal (emailed at the time of enrolment) to update their details.

CREDIT TRANSFERS

New students undertaking training with Australia Wide First Aid are provided with the opportunity apply for a credit transfer for any competency or competencies achieved with another RTO or any other authorised issuing organisation such as a University. To apply for a credit transfer the student will need to request a credit transfer and must provide certification or a transcript of their previous study as supporting evidence for the credit transfer. Customer service will review the application along with the supporting evidence and will provide credit transfer where applicable.

If you would like to apply for a credit transfer, please contact customer service on 1300 336 613 to request the "Credit Transfer Application Form" fees may apply.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the process of recognising a person's existing skills and knowledge obtained through previous training, work or life experience to complete a unit of competency through an assessment process only. All Students

undertaking training with Australia Wide First Aid are provided with the opportunity to apply for Recognition of Prior Learning (RPL) by completing a 'Recognition of Prior Learning Application Form.' The application along with supporting evidence will be reviewed by qualified trainer and assessor. Successful students will be provided with an RPL Kit in which they have 7 days to complete & provide all required documentation. The assessor will review all supplied documentation & provide feedback on the outcome of the evidence an any other areas that require further evidence. Upon successful completion of the RPL Kit the student will be issued with the relevant certification. If you would like to apply for RPL, please contact customer service on 1300 336 613. Fees will apply.

ASSESSMENT CONDITIONS

Assessments will vary slightly depending on the course the student has undertaken - Please refer to course delivery table on Page 5 for assessment methods specific to your course. Student will be provided with the opportunity to demonstrate skills and knowledge learned in practical scenarios and written assessments. All students are entitled to two (2) reassessments for all assessments. Students who are not able to demonstrate skills and knowledge at a satisfactory level will be marked as 'Not Yet Competent.' Your trainer will provide you with feedback on your assessments on 'Not Yet Competent' areas. You will need to contact customer service on 1300 336 613 to book an alternate day to re-sit your course, free of charge.

ACCESS AND EQUITY

Australia Wide First Aid does not discriminate against any individual on the basis of race, colour, sex or religion; all students are treated equally. Our Trainers and employees will assist and support students where appropriate, especially students with language, literacy, or physical disabilities. As long as, the nature of the disability does not restrict the student from completing their training course and meeting the standards required by the Australian Resuscitation Council (ARC).

In addition, Australia Wide First Aid will not, and do not tolerate discriminatory behaviour from students during their interaction with any of our employees; whether in a class or in any other process or communication. Any issues or questions raised regarding access and equity are to be directed to our Compliance Manager via quyen@australiawidfirstaid.com.au

STUDENT SUPPORT

Australia Wide First Aid aims to provide all students with the opportunity to learn skills and knowledge to achieve the required learning outcome. Additional support will be provided where possible for students experiencing; language, literacy and numeracy issues, disabilities and access issues and any other issues that

may affect your ability to achieve the competency. Australia Wide First Aid offers support services including reasonable adjustments and referral to external support services. Please see Appendix A: External Support Services for a list of recommended external support services; please note that fee may apply for the following services which will be at the student expense.

Student Support	External Services
Language, literacy & Numeracy and non-English background speaking students	Reading and writing hotline: http://www.readingwritinghotline.edu.au/ or Call 1300 655 506
Find language training programs	Visit Adult learning Australia https://ala.asn.au/ for more information.
Language, Literacy & Numeracy training for Jobseekers	Visit https://www.education.gov.au/skills-education-and-employment for more information
Personal Crisis	Lifeline on 13 11 14
Depression & Anxiety	Beyond Blue can contact 1300 22 46 36 Mind Spot Clinic 1800 614 434
Relationship support services	Relationships Australia 1300 364 277
Sexual assault, domestic family violence counselling services	Visit https://www.1800respect.org.au or call 1800 737 732
Men counselling services	Visit https://mensline.org.au/ or call 1300 789 978
Drug and alcohol abuse	Lifeline 13 11 14 Turning Point - https://www.counsellingonline.org.au/ or call 1800 888 236

It is expected that students will disclose the information at the time of booking. Students who have special learning requirements such as language, literacy and numeracy and/or medical conditions or any concerns that may affect your training should contact wither contact bookings@australiawidefirstaid.com.au or customer service on 1300 336 613 to discuss suitable arrangements. Australia Wide First Aid seeks to provide students with support wherever possible in achieving their learning goals; however reasonable adjustment may be limited in certain situations due to training requirements specified in training packages, so some courses offered by Australia Wide First Aid.

TRAINING EQUIPMENT

During training, students will be given access to equipment, other required material and resources. The equipment, material and resources are to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee will be charged. The copyright and ownership of all training material provided during the training belongs to Australia wide First Aid and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated and maintained.

ENTRY REQUIREMENTS

To be permitted entry to the course students will need to ensure that they have:

- Complete an application for enrolment and undertake pre-training review
- Provided their USI either via contacting customer service team or by logging into the student portal.
- Read, agreed and understood the Terms and Conditions outlined within the Student Handbook
- Arrive approximately 15 minutes prior to course commencement time and no later than 15 minutes after the course start time (\$22 Rebooking Fee will apply)
- Valid photo ID to present to the Trainer upon arrival
- Returned a signed parent/guardian consent form to AWFA (Applies to all students under 18 years of age).
- Worn closed shoes and suitable modest clothing for practical demonstrations
- Pen and notepad for notetaking and completing written assessments
- Either mobile phones are to be switched off, switched onto flight mode or on silent mode.

Additional Requirement for Provide First Aid including CPR Students

In addition to the above entry requirements, students registered to attend provide first aid including CPR must complete pre-course reading and E-learning assessment (100% satisfactory outcome required) by 11:59pm AEST the day before course. Students who are unable to complete the E-Learning Assessment and achieve 100% satisfactory outcome prior to their course date will not be permitted to attend face to face training. Students will be required to contact AWFA Head Office to reschedule the course (Rebooking fee of \$22.00 will apply).

STUDENT ATTENDANCE

It is the responsibility of the student to ensure that they arrive at least fifteen (15) minutes prior to course start time and no later than fifteen (15) minutes after course start time (*Please refer to booking confirmation emails for course start times*)

Australia Wide First Aid courses require students to be in attendance for 100% of the classroom face to face training, students who depart prior to course completion will not:

- Be entitled to receive a Statement of Attainment
- Be permitted a refund, however may reschedule their booking which must be completed within sixty (60) days of the original course date. Students who are not able to complete their course within the sixty (60) days will forfeit the original fees paid.
- Students arriving late to their course will not be permitted to attend face to face training and will incur a rebooking fee of \$22 (including GST) to reschedule their booking which must be completed within 60 days of the original course date. Students who are not able to complete their course within the sixty (60) days will forfeit the original fees paid.
- You must immediately notify Australia Wide First Aid if you are unable to attend due to illness or other reasons beyond your control by calling 1300 336 613 or emailing bookings@australiawidfirstaid.com.au. Failure to do so may result in rebooking fee or the possibility of forfeiting all fees paid. Australia Wide First Aid reserves the right to request medical certificate where necessary.

*****Students who do not attend the course on the prescribe day and have not attempted to notify Australia Wide First Aid via email or phone within Twenty-four (24 hours) of their course date will forfeit all fees paid.***

STUDENT CODE OF CONDUCT

Students attending the course will be required to comply with the following; failure to do so may result in the student being requested to leave the training room:

- Switching your mobile to silent, off or flight mode – avoid answering calls, text messages during training.
- Behave in a respectful manner towards other students and the trainer
- Plagiarism and cheating will not be tolerated. Offending students will be removed from the class and immediately deemed 'Not Yet Competent'

- Ensure that you are dressed appropriately – closed shoes & suitable modest clothing for practical demonstrations
- Avoid using offensive language at all times
- Complete training and assessment activities within agreed timeframes; unless otherwise advised by your trainer.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training with.
- Harassing, bullying or discrimination will not be tolerated from students.
- Participate in class discussions and activities to the best of your ability
- Write in your assessment booklet in a legible manner
- Do not use correction tape or correct fluid on the Assessment Booklet, if you need to make a correct please draw a neat line through the error and initial beside it.
- Do not damage any tables, chairs and training equipment
- Ensure that you place all rubbish in bins provided

BOOKING AMENDMENTS & RESCHEDULING

Students may reschedule their existing booking to an alternate date or transfer offered by Australia Wide First Aid. Students who are rescheduling for the first time, must notify Australia Wide First Aid at least one (1) day prior to the course commencement day, notifications outside or on the day of the course will incur a \$22 rebooking fee. Students who have rescheduled more than once, will be charged \$22 Rebooking Fee for each time the student requests to reschedule, regardless of notification period. Students must complete their course within sixty days (60) of the original course date. Students who are not able to complete their course within the sixty (60) days will forfeit the original fees paid. *Please note that a \$22.00 Rebooking Fee must be paid to Australia Wide First Aid prior to your course being rescheduled.

COURSE TYPE TRANSFERS & LOCATION TRANSFERS

Students may amend their currently enrolled course to a different course type and/or training location offered by Australia Wide First Aid. Student must notify Australia wide first aid at least one (1) day prior to original course commencement date to be eligible to transfer course type/training location.

- All transfer fees are payable prior to the course commencement date.
- All transferred courses must be completed within 60 days of the original course commencement date.

- Australia Wide First Aid does not permit the substitution of another student, once a booking has been confirmed.
- Students are required to pay the difference in course fares where applicable and no credit is available where the value of the rebooked course is less than that of the original booking fare.

COURSE CANCELLATIONS & REFUNDS

A full refund of enrolment fees will be issued if a course is cancelled by Australia Wide First Aid for any reason other than those relating to Force Majeure events.

- Students who cancel their enrolment at least 3 business days prior to the course commencement date are eligible for a refund of the original booking fare less \$22 administration fee.
- No refund is available for enrolment cancellations less than 3 business days from the course commencement date or where a course has previously been transferred by the student.
- Students who are unable to attend due to illness or injury are eligible for a refund of the original fare less \$22 administration fee. Notification including supporting medical certificate must be received by Australia Wide First Aid on or prior to the course date.
- All request for refunds must be received in writing by Australia Wide First Aid, through completion of the following **AWFA refund form** and emailed to accounts@australiawidefirstaid.com.au

STATEMENTS OF ATTAINMENT

Upon successful completion of your course, Australia Wide First Aid will email an electronic PDF version of your Statement of Attainment. Student should receive the Statement of Attainment within forty-eight (48) hours of completing the course.

If required, your hard copy Statement of Attainment will be posted to you via regular post which is expected to arrive within 7-10 business days, depending upon postal services. A postage fee of \$10 (including GST) will apply. If you require an urgent copy of your Statement of Attainment a postage fee of \$20 (including GST) will apply.

Please contact customer service on 1300 336 613 to arrange the postage of Statement of Attainment

STUDENT FEEDBACK

Student feedback is valuable and important to our commitment of continually improving our training delivery and assessment. During your face to face training you will be requested to provide your feedback

on the Assessment Booklet. You will also receive online survey about AWFA's training. Feedback is not mandatory however Australia Wide First Aid encourages all students to make contact should they wish to provide feedback or comments on any aspect of the service received.

STUDENT ACCESS TO RECORDS

Australia Wide First Aid is committed to ensure that student records are protected from unauthorised access to student records. Students who have previously trained with Australia Wide First Aid provides may request to retained assessments and certification records when requested. The request can be either be via phone or email, students may request an electronic copy of their certification over the phone after answering security questions. Student requesting to access their academic transcript or past assessments must provide the request in writing to info@australiawidefirstaid.com.au and can expect a response from Australia Wide First Aid within 2 business days.

Whereby an employer has requested the student's records, the employer must provide written consent from the student to release personal information to the employer. A customer service representative will contact the student to confirm the employers details before releasing the information.

COMPLAINTS, APPEALS & GRIEVANCES

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Course Enrolment
- Course Delivery and/or assessment
- Assessment Results
- Other activities associated with the delivery of training and assessment
- Discrimination
- Your felt the trainer/assessor was bias
- Faulty or inappropriate equipment or facilities
- Harassment

Australia Wide First Aid treats all complaints, appeals and grievances are treated seriously, investigated thoroughly and managed according to the nature and merit of the complaint. Student who have experienced being treated unjustly or have a serious complaint about the training and assessment are advised to follow the below process to ensure the that the matter is successfully resolved.

Complaints/Grievances:

1. Students are encouraged to speak directly with the person concerned to resolve the matter informally
2. If a student is dissatisfied of the outcome following an informal discussion the student may request the complaint/grievance to be referred to HR, EHS & Compliance Manager for resolution.
3. A complaint can be lodge in writing and emailed through to bookings@australiawidefirstaid.com.au your complaint will then be forwarded directly to HR, EHS & Compliance manager. A written record of the complaint will be kept on file. Please ensure that you include the following information when you lodge your complaint:
 - A. Nature of the complaint
 - B. Person/persons involved
 - C. The situation that occurred
4. Australia Wide First Aid will investigate and respond to complaint within 10 working days of receiving the complaint. The student will receive a written response
5. Whereby the student is dissatisfied with the outcome of the above process, they student may request to appeal the decision through HR, EHS & Compliance manager. Australia Wide First Aid will then organise the appeal process as per the appeals section below:

Appeals:

1. Request for appeals must be made in writing within 20 to the HR, EHS & Compliance manager of the written notification of the decision they are appealing
2. once received the compliance manager will arrange a panel including 2 management staff members and will notify the student of the appointment.
3. On the day of the appointment, the student present their case to management.
4. Upon internal review of the student will be provided with a written outcome and a reason for the decision within 10 working days
5. Whereby the student is dissatisfied with the outcome, they can proceed with an external appeal which must be initiated by the student within 10 working days of receiving the written outcome. To lodge an external appeal the student must appeal to the ombudsman either via:
 - a. Email: ombudsman@ombudsman.gov.au or
 - b. Mail: GPO Box 442, Canberra ACT 2601
 - c. Phone: 1300 362 072
6. Ombudsman will then review & provide an outcome to both Australia Wide First Aid and the student.

CORPORATE ONSITE TRAINING TERMS & CONDITIONS

The following Terms & Conditions apply to training provided by Australia Wide First Aid with a workplace environment.

ONSITE TRAINING OH&S REQUIREMENTS

The following facilities must be available at workplace for Australia Wide First Aid to successfully provide training and assessment. These facilities include:

- The venue must be of adequate size to accommodate the required number of students to be trained and course practical demonstrations
- The venue must be located away from any noise and distraction and has adequate ventilation such as fan, air-conditioning and heater.
- The venue must be free from any potential health and safety hazards, noise and unfavourable environmental factors.
- Carpeted floor and/or clean hard floors with mats available for course practical demonstrations and assessments.
- Toilet/bathroom amenities
- Adequate number of tables and chairs for students attending the course
- Onsite parking made available to Trainer on the day of training to load/unload training equipment.
- Supply Personal Protective Equipment (PPE) to Trainer as required.
- Provide the Trainer with emergency evacuation plan or procedure upon arrival
- Ensure adequate power supply and sufficient lighting.

PAYMENT TERMS

Payment Terms (Non-Account Customers):

- Payment of the deposit invoice must be received at least seven (7) days prior for training to be conducted on scheduled date.
- Failure to meet these payment terms will result in course cancellation or postponement, at the discretion of Australia Wide First Aid.

Payment Terms (Account Customers):

- Please refer to your agreed payment terms

CANCELLATIONS & REFUNDS

- Course cancellations must be emailed to sales@australiawidefirstaid.com.au
- Notification of course cancellations received less than three (3) full business days prior to course commencement will incur a fee representing **40% of the deposit invoice amount**. The customer will only be refunded 60% of their deposit paid.
- The customer will be required to reimburse Australia Wide First Aid for any travel expenses for a regional course or a course with additional travel requirements.
- If a regional course is cancelled within 3 business days from the day of training, the customer will also be charged the cancellation fee of 40% of the deposit invoice paid.

COURSE RESCHEDULING & AMENDMENTS

- Notification of the course must be received in writing by Australia Wide First Aid
- Notification received less than three (3) full business days prior to course commencement will incur a fee of \$100.
- Customers are provided with one (1) opportunity to reschedule the Course to an alternate day
- If the customer is unable to reschedule and cancels the course, they will forfeit the deposited amount.
- Regional courses or courses with pre-paid travel expenses incurred by AWFA may not be rescheduled.

PARTICIPANT DETAIL REQUIREMENTS (Pre-Course)

It is responsibility of the customer to ensure that the requested student information is accurately recorded on Corporate Onsite Student List. Please ensure that the Student list is completed in full containing the following mandatory information:

- Full legal name as per their driver's license or passport
- Unique Student Identifier (USI)
- Date of Birth
- Student's email address - ***This must be the student's email address***
- Student's Mobile number
- Course name

The customer must ensure that the information is emailed to sales@australiawidefirstaid.com.au at least seven (7) days prior to the course commencement date.

***Australia Wide First Aid reserves the right to delay a student's application for enrolment whereby insufficient student information has been provided*

****NOTE:** *Students who are not on the **Student List** will not be permitted entry to the course. Due to regulatory compliance requirements, Australia Wide First Aid is unable to add new students on the day of the course*

UNIQUE STUDENT IDENTIFIER (USI)

It is the responsibility of the customer to ensure that students attending the course have registered and provided their USI. Students can visit www.usi.gov.au to create or retrieve their USI. Please be advised that as of 1st November 2017, all students attending a course with Australia Wide First Aid must provide their USI prior to course commencement date to be permitted entry to the course.

E-LEARNING ASSESSMENT:

It is the responsibility of the customer to ensure students attending Provide First Aid Including CPR or Provide CPR course has completed their E-Learning Assessment and achieved 100% satisfactory outcome prior to the course date. Student who have not completed the E-Learning Assessment and achieved 100% satisfactory outcome will not be permitted to attend face to face training.

GENERAL TERMS AND CONDITIONS

Late Arrivals

Australia Wide First Aid will not provide refund or credit for students who arrive more than fifteen (15) minutes late to course scheduled start time. Students will be required to seek an alternate date to attend training at one of Australia Wide First Aid's training venues.

Parking Fees:

Australia Wide First Aid requires to be reimbursed the full amount for any parking fees paid by the Trainer during the course; the amount will be added to the final invoice.

Travel Fees:

Australia Wide First Aid will not charge for any travel to workplaces within fifty (50) kilometres (return trip) from Australia Wide First Aid CBD location. Any kilometres travelled outside of this free travel zone will be charged at a rate of \$1 per kilometre; the amount will be included on the final invoice.

Weekend Surcharge Fee:

A Weekend Surcharge fee of \$200.00 will apply for training conducted on a weekend, Public Holiday or night shift; the amount will be added to the final invoice.

Split Course Fee:

A 'split course' is any course that runs over two (2) separate days. A Split course fee of \$500.00 will apply for all split courses.

Regional Courses:

The customer is to reimburse Australia Wide First Aid for any fees incurred for accommodation, travel (including excess baggage). A 10% service fee will be applied and the amount included on the final invoice.

LEGISLATION

Australia Wide First Aid complies with the following Legislation which specifically impacts on the role of our student during training. Legislation we are subject to includes (but is not limited to):

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. Australian Skills Quality Authority (ASQA) became the regulatory body responsible for regulating Registered Training Organisation Standards. Australia Wide First Aid regularly reviews and improves our training and assessment to ensure that AWFA continually meets the standards of the regulatory body

Privacy Act 1988

The Privacy Act 1988 regulates the managing of an individual's personal information including the collection, storage and disclosure of personal information. Australia Wide First Aid continually ensures that all personal information obtained from students is protected by storing the information electronically within our student management system. Access is only permitted by authorised Australia Wide First Aid staff members.

In addition, Australia Wide First Aid will

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification
- Provide information where requested to Australia Skills Quality Authority (ASQA) for the purposes of quality assurance purposes

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection the rights of the creator and artistic works. The information contained in this student handbook, training content, learning material and assessment booklet supplied by Australia Wide First Aid is to be used for training purposes only. Copies may be printed and reproduced by photocopying for use within Australia Wide First Aid. This permission does not extend to the making of copies for hire or resale to third parties. The copyright and all other rights in this product remain with Australia Wide First Aid. ©Australia Wide First Aid

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All reasonable efforts have been made to ensure the quality and accuracy of this publication. Australia Wide First Aid assumes no responsibility for any errors or omissions and no warranties are made with regard to this publication. Australia Wide First Aid shall not be held responsible for any direct, incidental or consequential damages resulting from the use of this publication.

Equal Opportunity

All students have the opportunity to train with Australia Wide First Aid, regardless of race, colour, sex or religion. We treat all students equally and will not tolerate person/s acting toward another individual in discriminative manner. Equal Opportunity Acts that Australia Wide First Aid adheres to includes:

- New South Wales Anti-Discrimination Act 1977

- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk.

Australia Wide First Aid regularly reviews training venues and equipment to ensure they are maintained. In addition, AWFA have qualified trainers who will immediately stop demonstration / practical scenario if there is any risk of injury to student/s.

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. Australia Wide First Aid complies with Australian Consumer Law (ACL) 2011 by ensuring that all products and services offered includes relevant and detailed information; enabling customers the ability to make an informed decision on purchasing Australia Wide First Aid product and services.

WAIVER

The Student acknowledges and accepts that the course involves the Student undertaking and being involved in a variety of activities including the following:

- Students are required to physically demonstrate their competency through application of first aid techniques;
- Students may be requested to assist with class demonstrations, which can involve physical contact by the trainer and other participants;
- Students may be exposed to graphic details contained in photographs or other forms of media as part of the course including scenario-based training;
- Students are required to complete some first aid techniques on the floor.
- The Student acknowledges and accepts that by undertaking the course and participating in these activities that there is a risk of injury, loss or damage to their person and/or property (“the Risks”).
- The Student voluntarily assumes the Risks involved with these activities.

Any warranty implied by law into this agreement is expressly excluded to the extent permitted by law including, but not limited to any warranty that the services are provided with due care and skill which would otherwise be implied by virtue of section 60 and 61 of the Australian Consumer Law and the Competition and Consumer Act 2010 (Cth) and any similar statutory warranties.

The Student acknowledges that Australia Wide First Aid will not be liable for any direct or indirect loss or damage howsoever caused, including loss or damage caused as a result of the negligence of Australia Wide First Aid and/or its servants or agents. This exclusion of liability extends to, but is not limited to, any loss or damage in respect of or arising from personal injury.

To the extent permitted by law, the Student expressly waives all their rights to take legal action against Australia Wide First Aid to recover any loss or damage arising as a result of participation or involvement in any activities provided by Australia Wide First Aid, including but without limitation recovery of – 1. any loss or damage in respect of personal injury; 2. damages, losses or expenses under sections 60 and 61 of the Australian Consumer Law and the Competition and Consumer Act 2010 (Cth).