



Accidents Happen! First Aid Services  
Registered Training Organisation

# PRE-ENROLMENT HANDBOOK



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## Accidents Happen! First Aid Services Registered Training Organisation

### Welcome...

*Accidents Happen! First Aid Services* is dedicated to providing quality education, training and solutions in relation to first aid and occupational health and safety.

We believe that first aid training should not be complicated, frightening or boring and so we use as much simulation as possible, as well as videos and pictures.

The day of the rigid lecture is gone. *Accidents Happen! First Aid Services* has arrived...

### What is the purpose of this Handbook?

As a Registered Training Organisation (RTO) we are required to provide information about our policies and procedures to learners *before* they enrol—this *Handbook* does that, and tells you a little about the services we provide and what we expect from our learners. Please ask our staff if you need further clarification, or have any questions.

### Contact details

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### Summary of policies and procedures

Some of our policies and procedures are summarised on the following pages. You can get a full copy of these from our Head Office or your trainer.

### Selection and admission

If you wish to apply for enrolment, please email or phone the Head Office. We will then contact you by email or phone to determine your particular training requirements.

While selection is open, you will need to meet all the entry requirements of the units of competency in which you enrol, for example some might have pre-requisites. In addition, your language, literacy and numeracy skills will be discussed and informally assessed in relation to your training needs prior to enrolment; we will attempt to meet all your needs within resources.

## Learning and assessment

Our learning is flexible—in timing, location and formats. Training can be in workplaces, at our venue, or by distance and online. Our instructors are all experienced educators with practical health-related experience to back their knowledge—many have nursing, pharmaceutical or paramedic backgrounds.

In addition, our assessments are as flexible as possible within the requirements of the units of competency. Assessment will usually involve assessment of knowledge, skills and attitudes against the requirements of the unit of competency. This could involve verbal or written tests, practical demonstration, or completion of practical tasks. Your assessor will give you feedback about the outcomes of the assessment process and will guide you on options in relation to those outcomes.

## Course information

*Accidents Happen! First Aid Services* is a Registered Training Organisation (RTO). This means that the accredited training we provide leads to a nationally recognised Statements of Attainment. See our website for our latest course information or contact the Head Office.

## Fees, charges and refunds

Current fees and charges are maintained on our website and will also be provided by our staff when providing course information. In summary:

- We do not accept fees more than 10 weeks in advance, but can accept early bookings. A 50% deposit is payable on acceptance of the enrolment application, and the full fee is payable prior to course commencement.
- If you withdraw before the course begins, and give at least 1 week's notice—a full refund of fees is paid less an administration charge (\$15). If you provide less than 1 week's notice—50% refund of fees paid will be given, unless place can be filled when a full refund (less administration fee) applies. The exception to this is for courses offered via distance / flexible learning mode—once materials are provided, no more than a 50% refund of the fees applies and learners keep all learning materials provided. If you withdraw during the course—no refund applies unless exceptional circumstances apply.

Applications for refunds must be in writing to the CEO/General Manager stating the reason for the required refund.

If, at any time after completing training, you require a re-print of a Statement of Attainment, a \$15 administration charge applies.

## Access and equity

In summary, access and equity is about everyone being treated fairly without discrimination. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status. It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within resources. If you have any special needs, we encourage you to tell us about them so we can work to meet your needs, and keep you on track.

**Who is responsible for access and equity?** We all are... **You** have responsibilities to treat others fairly while in training. **We** must treat you fairly in providing goods and services to you.

## Recognition of units of competency or qualifications

We will recognise all relevant qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO), for example where these provide a pre-requisite unit of competency. So... if you are seeking recognition, show us your original Statement of Attainment or qualification and, where any units you hold are applicable to units we offer, we will recognise them.

## Recognition of prior learning

Recognition of prior learning (RPL) is an assessment process by which learners may demonstrate competencies they hold that have been gained through work, other study, or life experiences. However, with the particular units of competency we offer, there are often regulatory, OH&S or other requirements (such as the need to participate in training every two years) that could effectively negate RPL. While we offer RPL, the units we offer will usually also subject to these other formal requirements. If you want to be considered for RPL, ask our staff for advice. Where RPL applies, our assessment will include intensive practical testing and observation of skills. We charge 80% of the applicable course fee for RPL, where RPL applies, and the assessment might indicate the need for further training.

## Productive participation

We expect learners to make a positive contribution and to treat others with respect and courtesy; and we will treat any inappropriate behaviour seriously. Our *Productive Participation Procedures* set out our expectations in relation to learner behaviour. You can get a copy from the Head Office. These give examples of what we consider to be serious and deliberate misbehaviour that could result in immediate suspension or cancellation of enrolment.

Other, less serious but equally unproductive, behaviour is also unwelcome. Our trainers could counsel learners about the required behaviour, or even take steps leading to suspension or cancellation of enrolment in serious situations.

### **Complaints and appeals**

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions) you have a right to do so under our *Complaints and Appeals Procedures*. You have the right to be heard and we will deal promptly, fairly and confidentially with your complaint or appeal using independent people. While we try to resolve complaints informally if possible, formal complaints and appeals must be submitted in writing, and there is a form for this. Contact the CEO/General Manager or your trainer. If this is difficult to do on your own, you may ask someone to do it on your behalf, or to be with you when you make a complaint or present an appeal.

### **Welfare and support services**

As we have small numbers of students in our groups, our trainers will provide you with individualised support and guidance. We provide support to any learners doing components of training by distance, via email and telephone. However, the nature of our training (usually involving one or two units of competency) means we cannot provide ongoing student support services of a student welfare nature. Should you require longer term support we might be able to assist you to locate such services.