

## CRITICAL STUDENT INFORMATION

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The following critical information must be read before completing your booking with Australia Wide First Aid.

### COURSES and RTO RESPONSIBILITY

Australia Wide First Aid is a Registered Training Organisation (RTO [31961](#)) and the nationally recognised qualifications on our scope of registration include:

- [HLTAID001](#) Provide cardiopulmonary resuscitation (CPR)
- [HLTAID002](#) Provide basic emergency life support
- [HLTAID003](#) Provide first aid
- [HLTAID004](#) Provide emergency first aid response in an education and care setting

Whilst studying any of the before mentioned units of competency or courses, you will be enrolled with Australia Wide First Aid, (RTO [31961](#)) which will be responsible for the quality of training and assessment provided in line with the applicable RTO Standards and for the issuing of Statement of Attainments.

### VENUE FACILITIES

Australia Wide First Aid has 20 locations across Australia. Please note that some venues have liquor and gaming on the premises Please refer to your Venue Facilities for further information on the facilities available.

### ATTENDANCE

Australia Wide First Aid courses require students to be in attendance for 100% of the classroom face to face training. It is recommended that students arrive approximately 15-20 minutes prior to the course commencement time.

Students arriving after course commencement time will **NOT** be permitted entry to the course and will incur a rebooking fee.

Students who do not contact customer service within 24 hours to notify the reason for their absent 'no show' on the day of training will forfeit all fees paid. Please refer to cancellation fees section for further information.

### MINIMUM AGE REQUIREMENT

To attend a course with Australia Wide First Aid, the individual must be at least 14 years of age.

### PHOTO ID

Students will be required to present photo ID to the trainer and sign in on the attendance sheet on the day of training. Acceptable forms of photo ID include: Driver's licence, passport, adult proof of age card.

High school students (under 18 years) may provide their school student ID.

### EQUIPMENT

Please bring notebook and medium point blue or black pen to your course only. Assessments completed in pencil, gel pens and fine point pens will not be accepted. This is to ensure that Australia Wide First Aid systems are able to successfully read the information on your assessments.

It is recommended that you bring a cushion or towel to kneel on as some venues are not carpeted. Please refer to venue facilities table for further information.

All other training equipment will be supplied by Australia Wide First Aid.

### DRESS STANDARDS

Please ensure that you wear comfortable clothing suitable for performing practical tasks on the floor and closed in shoes.

### UNIQUE STUDENT IDENTIFIER (USI)

At the time of the online booking or during your phone booking, Australia Wide First Aid will request that you provide your USI. It is the responsibility of the student to ensure that details provided are true and correct. Please be advised that providing false information will delay the processing of your Statement of Attainment upon successful completion of the course.

If you are booking over the phone, the customer service team will attempt to assist you where possible in retrieving or creating your USI.

If you are booking online and do not have a USI, please visit <http://www.usi.gov.au> or call USI department on 1300 857 536 to create or retrieve your USI.

As of 1<sup>st</sup> November 2017, all students attending a 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)

USI will not be accepted on the day of the course.

Students who do not provide their USI before course commencement will need to contact customer service on 1300 336 613 to rebook their course; a rebooking fee will apply.

### **PHYSICAL LIMITATIONS**

It is important to note that the HLTAID competency standards do require a level of physical ability to meet the evidence requirements for assessment. Due to the potential risk to health and safety it is important to note that students must be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.

These standards relate to the level of performance required to provide resuscitation and respond to an emergency situation where there may be risk to life.

Australia Wide First Aid where possible will make reasonable adjustments to accommodate a student's physical limitation so long as these adjustments does not restrict the student from completing the course to the criteria required to achieve the competency.

If you are unsure whether your limitation will affect your ability to complete the course, please contact customer service on 1300 336 613 to discuss prior to booking.

### **WAVIER**

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).

### STUDENT CODE OF CONDUCT (RIGHTS & RESPONSIBILITIES):

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 Competent'
- 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 or training equipment
- Ensure that you place all rubbish in bins provided

### E-LEARNING ASSESSMENT:

Students are required to complete online multiple-choice/answer questions to be permitted entry to face to face training. This is critical in building and refreshing the student's underpinning knowledge in first aid prior to attending training.

Students who are unable to complete the E-Learning Assessment before 11.59pm AEST the night before the course, will be required to rebook their course to an alternative day. A rebooking fee will apply.

Students will be provided with a e-first aid manual upon booking completion to assist with the completion of the questions. It is strongly recommended that students thoroughly read the manual to fully and comprehensively understand the subject matter.

The number of questions required for completion will vary depending on the course selected. Please refer to the following table for further information:

Unit of Competency	Course Title	E-learning Questions Required
HLTAID001	Provide cardiopulmonary resuscitation (CPR) (Provide CPR)	20 multiple choice
HLTAID001 HLTAID002 HLTAID003	Provide cardiopulmonary resuscitation (CPR) Provide basic emergency life support Provide first aid (Provide first aid Including CPR)	55 multiple choice
HLTAID001 HLTAID002 HLTAID003 HLTAID004	Provide an emergency first aid response in an education and care setting (Emergency First Aid)	70 multiple choice

### **KNOWLEDGE VERIFICATION & LANGUAGE, LITERACY AND NUMERACY (LLN) QUESTIONS:**

Students upon gaining entry to the course will be provided with assessment booklet.

Students will be required to successfully complete multiple-choice questions prior to the commencement of face to face training.

The multiple-choice questionnaire is to verify:

- Student E-learning Assessment submitted to Australia Wide First Aid is the student's own work
- Student's knowledge and understanding on the course content
- Confirm the student has the required reading, writing and numeracy skills to complete the course.

***Students must achieve 100% on the questions to continue through the course.***

Students who are not able to successfully demonstrate their knowledge of the course content will be requested to rebook their course to an alternative day. A rebooking fee will apply.

For students who have been identified as requiring language, literacy and numeracy Australia Wide First Aid will strive to provide reasonable adjustment to accommodate the student's learning wherever possible.

Australia Wide First Aid will provide the student with the following options, in the event, that trainer/assessor has established that a reasonable adjustment cannot be made to assist with the student's language, literacy and numeracy requirements:

- The student may continue to participate in the course and be issued with Statement of Attendance
- Request a full refund for the course booked
- Reschedule the course to alternative day whereby the student can arrange to have an interpreter present for
- Please note that interpreter costs will be the responsibility of the student. For further information please refer to Access & Equity section of this document. (Rebooking fee will not apply)

### **STATEMENT OF ATTAINMENT / STATEMENT OF ATTENDANCE:**

Students who have been assessed as 'Competent' by the Trainer and Assessor will receive a Statement of Attainment in PDF format via email within 48 hours of completing the course.

If required, AWFA can post a hard copy of your Statement of Attainment to your preferred address for a small fee of \$10 (incl GST)

To obtain a hard copy of your Statement of Attainment, there is additional postage fee of \$10 (including GST) that the student is required to pay. Please contact Customer Service team on 1300 336 613 to arrange payment and postage of your Statement of Attainment.

A PDF copy of the issued Statement of Attainment can **only** be provided to your employer upon the signing of a Third-Party Release Declaration on your assessment booklets.

Students who were assessed as 'Not Yet Competent' by the Trainer will have the opportunity to attempt the course a second time with Australia Wide First Aid free of charge.

Students who are marked as 'Not Competent' after a second attempt will receive a non-accredited Statement of Attendance.

Normal charges will apply to students who would like to attempt the course for the third time.

### **STATEMENT OF ATTAINMENT – REMINDER SERVICE:**

As a courtesy, Australia Wide First Aid sends electronic reminders to its clients about the upcoming renewal of their Statement of Attainment prior to the recommended renewal date.

Notwithstanding this, it is the sole responsibility of the client and not Australia Wide First Aid to maintain the currency of their Statement of Attainment.

Under no circumstances is Australia Wide first Aid liable for any client that does not maintain the currency of their Statement of Attainment, regardless of whether Australia Wide First Aid has sent an electronic reminder to the client regarding the upcoming renewal of their Statement of Attainment or otherwise.

### **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 would like to request a reprint of their Statement of Attainment, update personal information or have their Statement of Attainment sent to an employer will be required to complete and submit the Access to Personal Information Request Form to [certificates@australiawidefirstaid.com.au](mailto:certificates@australiawidefirstaid.com.au). A response will be provided within five (5) business days of receiving the request.

Please refer to our Student information tab for our comprehensive policy and procedure for Privacy.

### **PAYMENT OF THE COURSE:**

You have the option of booking your course either via Australia Wide First Aid's website or by contacting our friendly customer service team on 1300 336 613. Payment for the course is required at the time of booking either with Visa or Mastercard. A tax receipt will be sent upon payment of the course.

Please be advised that your Statement of Attainment will not be released until all course fees including any additional fees incurred (rebooking fee) have been paid in full.

### **CANCELLATION FEES**

#### **Refund:**

A refund will be provided if:

- You have overpaid the fee. The amount to be refunded or remain on your file as a credit valid for 12 months from the original course date.
- You have enrolled into incorrect training and assessment that is unsuitable to your situation and you wish to transfer to the appropriate training and assessment sessions. The fee difference will be refunded or charged.
- You have enrolled in a course that has been cancelled by Australia Wide First Aid for any other reason other than force majeure events.
- You were unable to attend the course due to unforeseen circumstances such as illness, injury or an emergency. A medical certificate must be provided on or prior to the course date. An administration fee of \$22 will be applied.
- A refund will be provided if you have submitted a refund request three (3) days prior to your course date, a \$22 administration fee will be applied.
- Australia Wide First Aid is to cease trading before training and assessment commencement or fails to deliver the training that you have purchased
- Australia Wide First Aid fails to provide in full, the agreed training services, or training and assessment is terminated after its scheduled commencement date. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
- The CEO is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund. In this case a part refund may be made, based on the notice given and costs already incurred by Australia Wide First Aid
- The trainer/assessor has established that a reasonable adjustment cannot be made to student's language, literacy and numeracy requirements. (full refund provided)

A refund will not be provided if:

- The student requests or submits the refund less than three (3) business days.
- The student has previously rebooked their face to face training
- The student has departed the course prior to course completion, students are not eligible for refund however may rebook to alternative day. A rebooking fee will be applied.

- The Student does not present for the training and assessment
- The Student fails to complete the course by cancelling or withdrawing their enrolment from scheduled training and assessment sessions on the day of the course
- The Student has been expelled from scheduled training and assessment sessions by breaching the required code of conduct as described in the Critical Student Information document
- The student has requested a refund after they have attended and completed the course.
- The Student had failed to pay the course fees

A Refund Application form must be completed and submitted to [accounts@australiawidfirstaid.com.au](mailto:accounts@australiawidfirstaid.com.au) a response will be provided within 5 days.

### **Booking Amendments / Rescheduling:**

Rebooking booking fee of \$22 including GST will be applied if the student:

- Rebooks their course due to late arrival
- Rebooks due to not completing their E-learning Assessment
- Rebooks due to not achieving 100% outcome on Knowledge Verification Questions
- Rebooks due to not providing their USI
- Rebooks their course on the day of the course.
- Absent on the day of the course however has notified Australia Wide First Aid within 24 hours of the course date.
- Departs the course before course completion
- Requests to rebook their course, a rebooking fee will be applied each time the course is rescheduled. The student has sixty (60) days from the original course date to complete their course. Failure to complete the course within the sixty (60) days will result in forfeiting of all fees paid.

Where a student has requested to rebook their course due to illness or injury, Australia Wide First Aid will wavier the rebooking fee if a medical certificate has been provided within 24 hours of notification.

### **Booking 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 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.

The comprehensive Policy and Procedure for Fees and Refunds is available on our website under the student information tab

### **COMPLAINTS AND APPEALS**

A student has a right to raise a legitimate complaint. Also, if dissatisfied with an assessment outcome or the handling of a complaint, a student can formally request an appeal. The comprehensive Policy and Procedure for Complaints and Appeals is accessible on our website under the student information tab.

### **ACCESS & EQUITY**

Australia Wide First Wide treats all students equally and aims to provide all students with the opportunity to learn skills and knowledge to achieve the required learning outcome.

Australia Wide First Aid trainers and employees will assist and support students where appropriate. Additional support will be provided where possible for students experiencing language, literacy and numeracy issues, disability and access issues.

Students with language and literacy needs may bring an interpreter for the duration of the course. The interpreter may assist with interpreting the written assessment and interpreting practical assessment instructions however, they may not assist with completing assessment questions or practical tasks.

Please note that interpreter costs will be the responsibility of the student. Students who would like to bring an interpreter must contact and inform Australia Wide First Aid at the time of the booking. The cost of an additional course seat will be applied to the booking.

If you would like to discuss any special requirements or would like to bring an interpreter to the course, please contact Australia Wide First Aid on 1300 336 613 before completing your booking for further information.

### **CREDIT TRANSFER & RECOGNITION OF CURRENT COMPETENCY (RCC)**

#### **Credit Transfer:**

Credit transfer relates to the recognition of any unit of competency a student has successfully completed with another RTO.

Students undertaking course with Australia Wide First Aid have the opportunity to request a credit transfer can only be applied if the date of issue on the Statement of Attainment is within the last two weeks. Students who are able to have the HLTAID001 recognised will therefore only need to attend the sessions after the CPR component of the HLTAID003 Provide first aid.

#### **Recognition of Current Competency (RCC)\*:**

Recognition of Current Competency only applies to the student whereby they have successfully completed the unit of competency but are now required to be reassessed to ensure the competency is maintained as per industry requirements.

Students undertaking course with Australia Wide First Aid have the opportunity to request a Recognition of Current Competency (RCC) by submitting a copy of their HLTAID001 Provide cardiopulmonary resuscitation or HLTAID003 Provide first aid Statement of Attainment. The date on the Statement of Attainment will need to be within the renewal period (HLTAID001 – 12mths & HLTAID003 – 36mths)

#### **Application:**

Students interested in applying for Credit transfer/RCC can obtain a copy of the Credit Transfer/RCC: Assessment Application Form from the Student Information tab, please submit your completed form to [info@australiawidefirstaid.com.au](mailto:info@australiawidefirstaid.com.au) or you can contact customer service team on 1300 336 613 to book your course over the phone.

The RCC component is effective for courses delivered after Monday 17<sup>th</sup> December 2018.

### **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.

The First Aid Code of Practice requires the unit of competency to be refreshed regularly to maintain industry currency and competence. Therefore, in accordance with legislation and work, health and safety requirements, Recognition of Prior Learning (RPL) is not normally offered for this course. However, if a possible RPL applicant would like to proceed with the RPL process, then Australia Wide First Aid's RPL Policy and Procedure will apply.

Students interested in applying for RPL can obtain a copy of the RPL: Assessment Application Form from our websites Student Information tab. Please submit your completed form to [info@australiawidefirstaid.com.au](mailto:info@australiawidefirstaid.com.au)

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