

FIRST RESPONSE AUSTRALIA: PRE ENROLMENT INFORMATION

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SPECIALISTS IN EMERGENCY CARE TRAINING AND EQUIPMENT

ABN: 79 066 469 163

Registered Training Organisation No: 5919

PO Box 81, Cairns North QLD 4870 Australia

PRE-ENROLMENT INFORMATION FOR STUDENTS

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CODE OF PRACTICE

Access and Equity

Programs designed by First Response Australia, and wherever possible the facilities used, are set up in order to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged clients. First Response Australia provides an inclusive environment for learning and people are not discriminated against on the basis of race, sex, age, disability, marital status or pregnancy.

Appeals/Complaints

First Response Australia has specified appeal and complaint mechanisms, which are made available to all participants.

Client/Participants Roles and Responsibilities

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Unacceptable behaviour may include:

- continuous interruptions to the trainer whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other participants or personnel from agencies involved in the training
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- refusing to participate when required in group activities
- continued absence at required times.

Any person who is asked to leave a session or course has the right of appeal through our complaints/grievance process

Course/Program Information:

Accurate information will be provided to training participants prior to commencement of training, which clearly establishes:

- Fees and Registration
- Admission criteria and procedures
- Refund policy
- Certification to be issued on successful completion of training
- Arrangements for Recognition of Prior Learning
- Appeals and Grievances
- Participant support services
- Proposed outcomes to be achieved by the participants.

Educational Standards:

First Response Australia has developed organisational and managerial policies, which ensure that high professional standards are maintained in the marketing, and delivery of training and which safeguard the professional development and welfare of participants. To ensure appropriate training First Response Australia works to:

- Develop, extend and improve learning opportunities for people working in emergency medical response situations in urban, regional, rural and remote communities and localities.
- Maintain approved Quality Management practices.
- Implement a plan for research and development to identify training needs.
- Identify training in specialised areas.



Guaranteeing:

First Response Australia will honour all guarantees outlined in this Code of Practice.

First Response Australia guarantees the delivery of training to participants whom have enrolled in training programs.

If a FRA trainer is unavailable for any reason, FRA will either source an alternative trainer or have the right to reschedule the training program.

Marketing:

First Response Australia endeavours to market training and training resources with integrity, accuracy and professionalism.

National Recognition:

National recognition is the process that recognizes Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment, issued by other Registered Training Organisations (RTO's), enabling individuals to receive national recognition of their achievements.

To receive credit for previous study, participants need to be enrolled in a program with FRA and provide certified copies of previously obtained qualifications; statements of attainment or statement of results. Participants must also provide evidence that this previous training is still current; this can be achieved by submitting a resume supporting your experience in these learning outcomes

Privacy and Confidentiality:

First Response Australia complies with the Privacy Act 1988 (Commonwealth) as well as the Australian Privacy Principles (APPs) that came into effect on 12th March 2014 which prescribe and mandate the way organisations must collect, manage, use, secure, disclose and dispose of personal and sensitive information.

First Response Australia (FRA) must collect personal information as part of the enrolment process for training. This information may be of a personal nature and can include name, address, date of birth, gender, educational background, employment status, language, literacy and numeracy skills. We collect personal information in order to provide you (as a client), with access to our training and associated services so we can better understand how we can improve our provision of services to you now and into the future. Additionally a large component of what we do as an RTO in particular, requires us to collect personal information for mandatory statistical data as prescribed by government regulators.

As a Registered Training Organisation (RTO), First Response Australia is required to keep some of your records for compliance with the National VET Regulator (ASQA) Standards. These records may need to be kept for up to 30 years. First Response keeps these records electronically and only authorised FRA Staff have access to this information. All paper copies are shredded and disposed of securely. Electronic data is securely backed up on a daily basis and a copy stored off site.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide your personal information, we will not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)*) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.



How the NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth), (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact First Response Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Tel: (07) 4047 7700 Email: admin@firstresponseaustralia.com.au

You, the client do have the right not to provide us with personal information if you so choose, but if you decline to provide your personal information, unfortunately First Response Australia may not be able to provide the product of service you request or enter into any type of business relationship with you.

Recruitment:

First Response Australia ensures trainers involved in the training of their courses and programs are appropriately qualified to train and assess to the extent stated of the competencies and outcomes of the courses/programs. FRA supports equal opportunity and access and equity policies and trainers are selected for their qualifications, industry experience, proficiency and aspirations.



Refund Policy:

**Refunds will be granted at the discretion of First Response Australia.
FRA has a strict refund policy:**

First Response Australia's refund policy contains guidelines for guaranteeing the refund of fees to participants should First Response Australia cancel or discontinue a training program for any reason, or should a participant withdraw from the training program. The following is a summary of that policy:

- Fees are payable before course commencement, with the exception of account customers.
- Cancellations and transfer of bookings will be accepted if advice is received no later than seven (7) working days with the exception of persons enrolled in Certificate level courses which require fourteen (14) working days prior to course commencement. A refund will then be issued less a 20% administration fee if no transfers, 35% if one transfer has already taken place and 45% if more than 2 transfers have taken place. The administration fees are calculated from the standard course fee (RRP). No refund is given for cancellations received after this date.
- Transferred bookings will only be valid for 3 months, thereafter a new course enrolment and full fees will be required. The only exception to this, are persons enrolled in Certificate level courses where transfers remain valid for a period of 12 months (a fee of \$650.00 for first transfer, \$950.00 for second transfer and \$1,250.00 for third transfer is applicable to Certificate level courses). You may transfer up to two (2) occasions only (dependent upon receiving sufficient notice – as above). After this, the enrolment will be cancelled and fees forfeited.
- Clients may elect to send an alternative person at no extra charge (conditions may apply).
- FRA may cancel or postpone a course with insufficient enrolments.
- Should FRA cancel any course all course fees will be refunded if alternate arrangements do not suit.

There are no exceptions to this policy.

Sanctions:

First Response Australia understands that as a Registered Training Provider we are obliged to meet the obligations of this code or supporting regulatory requirements.



INTRODUCTION TO COMPETENCY BASED TRAINING (CBT)

What is competency based training?

Competency Based Training (CBT) is an approach to vocational education and training that places emphases on what a person can do in the workplace as a result of completing a course of study or training program. CBT is a flexible form of education/training which aims to produce a workforce with the skills and knowledge which industry requires.

The application of competency based training

The units of competency address competency standards that are set by national Industry Training Advisory Councils. Where this has occurred, the competency standards are incorporated in nationally developed Training Packages that must be used where possible for vocational education and training to ensure uniformity and consistency in standards to work practices across Australia.

Competency

Each unit consists of a code, a title, a descriptor which details the overall aim of the unit, a set of elements which describe actions and outcomes that are demonstrable and assessable, and performance criteria that specify the activities, skills, knowledge and understanding which provide the evidence of competent performance. Also included is a range statement that describes any contextual variables that may be encountered when applying the competency in a workplace situation and an evidence guide that provides advice to assessors and trainers and directs assessment.

Recognition of the course

First Response Australia courses are all accredited and recognised nationally by the Australian Skills Quality Authority (ASQA).



ASSESSMENTS

To show you are competent in the course or program you are enrolled in with FRA, you will need to provide evidence of your competence. This is usually obtained at the end of your training in the way of an assessment.

Types of assessment tasks required to be completed to show competence may take the form of:

- Questionnaires
- Case Study tasks
- Portfolio's
- Role Plays
- Observations

Other forms of assessment can take place via:

- Phone interviews
- Recognition of prior learning and current competency
- Where geographically possible, observation in the workplace

ASSESSMENT PROCEDURES

Assessment will be competency based and must comply with standards contained in the Australian Quality Framework (AQF). Results of assessment will be recorded as either:

- C - Competent
- NC - Not Competent

Assessment where possible will be holistic and integrated to allow participants to demonstrate competence in the skills and knowledge identified in the elements and performance criteria in units of competency.

Participants will clearly understand the requirements and conditions of the assessment procedure. Assessment techniques will be varied and will be varied and will draw from direct, indirect and supplementary sources of evidence including:

- Practical demonstration in the workplace or a simulated workplace or emergency situation.
- Observations by workplace supervisors, trainers or employers.
- Questions and answers.
- Role-play.
- Written responses.
- Group and individual presentations.

On successful completion of all units of competency contained in the course, participants will receive the relevant nationally recognised qualification.

Replacement Statement of Attainments and qualifications can be arranged with Office Staff for a fee of \$25.00 (GST Inclusive).

RE-ASSESSMENT POLICY

If competency has not been achieved at the conclusion of a program, students will be provided with constructive feedback and direction and are eligible for re-assessment.

Re-assessment may be attempted up to two (2) more times after completion of initial assessment at no additional charge. Re-assessment allows you to attend the assessment portion of the program only. You will be provided with constructive feedback and direction after each attempt.



FRA reserves the right to suggest attending additional classes if performance is deemed unsatisfactory. If the student is agreeable to this, additional fees may apply.

Re-assessment must be completed within one (1) month from last attendance date with the exception of Certificate level courses where re-assessment must be completed within six (6) months from last attendance date.

Please contact FRA either by phone, email or in person within seven (7) days of your assessment result if you would like to apply for re-assessment.

In the event of a qualification not being completed, a Statement of Attainment will be issued for each unit of competency successfully completed.

Students have the right to appeal assessment decisions. (See Assessment Appeal Process).

ASSESSMENT APPEAL PROCESS

If participants have a grievance with their assessment, they have the right to appeal. Participants have a maximum period of one (1) month in which they can appeal against their result.

Grounds for appeal:

- Misinterpretations of evidence;
- Inappropriate, incomplete or incorrect assessment procedures; and
- Assessor bias or misjudgment.

The pathway for appeals in the first instance is consultation with the Assessor, your Workplace Supervisor or your First Response Australia Mentor.

If unresolved, the participant is invited to submit in writing their intentions to appeal and forward to the Director of FRA, PO Box 81, Cairns North within seven (7) working days of the consultation, outlining the grounds of appeal.

Upon receipt of the intention to appeal, FRA will arrange for a group of people (including the Director and possibly the Trainer/Assessor) to get together to make a decision as to the appeal.

The participant may like to discuss the appeal in person with the assistance of a support person, if they so wish, however neither the participant nor the support person may be present during the decision making process. The Appeals Group and the participant may call significant people to give information in order to assist in making a decision.

The Appeal Panel and the participant may call significant people to give information/evidence in order to assist in making a decision.

The decision of the Appeals Group may be:

- To uphold the original decision of the assessor;
- To recommend another assessment is undertaken by a new assessor; or
- To uphold the appeal and award successful completion of the competencies/learning outcomes.

The participant will be notified, in writing, of the decision of the Appeals Panel.

If the participant feels that after this process, the matter is still not resolved, the participant is advised to contact an appropriate organisation, for example Department of Employment and Training.



COMPLAINTS PROCEDURE

If participants have a complaint with any aspect of their training, they are encouraged to speak **immediately** with their Mentor, Assessor, or the Workplace Supervisor to resolve the issue.

FRA strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for formal complaint. If the participant is not satisfied that the issue has been resolved, they may wish to contact the Director of FRA, setting out in detail the issue(s) of concern. This may lead to occasions where an Industry Training Representative (IT) will be invited to act as an objective third party in order to negotiate a satisfactory resolution.

Contact: Mr Charles Makray Tel: (07) 4047 7700

If the matter is still not resolved, participants are advised they may take their grievance through legal avenues, the Anti-discrimination Board, Department of Consumer Affairs or other appropriate bodies.

If the grievance is in relation to assessment, please refer to the FRA Assessment Appeal Process.



SUPPORT SERVICES

First Response Australia is committed to looking at all aspects of our operations to check for discrimination against people with disability. By doing an "equity check at every step", First Response Australia hopes to find ways in which improvements for this target group can be made without substantially changing the way we do business.

Guidelines are being developed to assist with the ways in which we can:

- be more inclusive of learners with a disability;
- encourage more learners with a disability to enrol in courses;
- adjust training to meet learners needs without compromising their safety and the integrity of the training;
- seek out the services, equipment and technology needed for learners;
- support learners to achieve their learning goals;
- professionally develop staff to be more responsive to learner needs.

In addressing these issues First Response Australia is developing the documents and processes needed to meet Australian Quality Framework (AQF) requirements and legal obligations under the *Disability Discrimination Act 1992*.

As well as having an Access and Equity policy to address discrimination in training actions across other parts of training operations include:

- Marketing;
- Student information;
- Enrolment;
- Training;
- Assessment;
- Client satisfaction;
- Staff induction and professional development;
- Systems and procedures.

First Response Australia would welcome any feedback from clients, especially people with a disability, regarding ways we can broaden employment and community participation opportunities for people with a disability and so we can really say that we are giving all people equal access to training.

While First Response Australia does not have staff with professional expertise in *Language, Literacy and Numeracy*, if you and/or your Trainer or Assessor identify problems or issues in these areas that are impacting on your ability to gain competency, First Response Australia can provide you with information and assistance to access professional assistance within the vocational education and training sector.

Any costs associated with professional assistance will be the responsibility of the student.



RECOGNITION OF PRIOR LEARNING (RPL) INFORMATION SHEET

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is a way of formally recognising the skills, knowledge and attitudes you have acquired through other studies, or through your life and work experiences.

It assumes that a great deal of competence can be developed outside of formal training situations.

Your existing skills and knowledge are measured against units of competency contained in the relevant course.

If competence can be demonstrated, recognition for those parts of the training program can be given.

What are the Steps in the RPL Process?

- Discuss with FRA Representative information for RPL application.
- Submit formal application for RPL.
- Provide information (evidence) of your skills and experience.
- Arrange a time with your First Response Australia Assessor to assess the evidence against the specific competencies. This can be done by phone, in person or via e-mail.
- Theory challenge assessment (if required).
- Practical demonstration of your skills (if required).
- Gap training (if required)
- Upon successful completion, recognition is given and appropriate certificate/statement of attainment is awarded.

NB: You can only RPL for a whole unit of competence.

What is Evidence?

Evidence can be a whole range of things that show your skills, knowledge and attitudes in relation to particular units of competence.

Below is a list of possible examples of evidence. It may assist you in deciding whether to opt for RPL.

Possible Examples:

- Curriculum vitae;
- Job description;
- Case plans for relevant people. (Be careful with confidentiality);
- Copies of documents relating to your organisation's philosophy, policies and procedures;
- Your supervision reports;
- References from supervisors and work colleagues;
- Copies of appropriate record keeping from your workplace;
- Copies of staff reports, letter and workplace forms which you have written;
- Senior First Aid certificate or equivalent;
- Copies of Occupational Health and Safety issues specific to your environment;
- Documents that relate to:
 - (a) legal requirements for you, your team or organisation;
 - (b) worker/client relationships;
 - (c) organisational policies or procedures on hand over of information/reports and confidentiality.



Who Decides on the Evidence?

Assessing the evidence is a partnership between you and your First Response Australia Assessor. Our process has two options. You can collect your evidence, send to your Assessor and discuss it directly with them. Or, you can first check with your Assessor, an experienced colleague or Mentor to determine a preliminary assessment before you send it to your Assessor. Remember that RPL is a supported process.

What if I Don't Have Enough Evidence?

That's not a major crisis. If you and your First Response Australia Assessor decide that more evidence is required, a plan will be negotiated to help you reach the required competency standard. This plan will be designed so that you can proceed at your own pace, within the funding or other pre-determined timelines.

How Long Does it Take?

You can ask for RPL in any unit of competence, or you can ask for RPL in all the units of competence. Again, evidence is the most important part of the RPL process. How many units of competence you are collecting evidence for, will decide how long the process takes. A reminder - this process is designed to be as self-paced as possible. You can send your evidence for one unit or all the units to First Response Australia at any time during the training program.

Why Apply for RPL? What's in it for Me?

Having a formal credential (piece of paper) is becoming more important for workers across all industries.

You can assemble evidence of your achievements in the form of a permanent and portable record of your training competencies.

If you have evidence of competence in the training program elements and performance criteria you could reduce your workload and/or finish the training program earlier.

It means you will only study units that are new and challenging.

You've been doing the work so why not ask to have your skills and knowledge recognised? You probably deserve it!

What Happens Next?

If you have selected the RPL option for one or more units, you now need to contact your friendly First Response Australia Assessor to move the process forward with you.

If you have any further questions please phone your First Response Australia Trainer/Assessor.

RPL Fees

It is a government requirement that the Registered Training Organisation charge participants in subsidise training a tuition and RPL fee. This of course also applies to non-subsidised training programs and will vary, depending on the unit of competency nominal hours. The fee schedule for this training program is included in the Course Information Booklet and on the Tuition Fees Form included in your Induction Kit.



LAWS AND LEGISLATION

FRA complies with Federal and State legislation including but not limited to:

Workplace Health and Safety Act 1995 - *The objective of this Act is to prevent a person's death, injury or illness being caused by a workplace, by work activities or by specified high risk plant.*

The Privacy Act 1988 - *An Act to make provision to protect the privacy of individuals, and for related purposes in accordance with the National Privacy Principles.*

Copyright Act 1968 - *An Act relating to copyright of materials and the protection of certain performances, and for other purposes.*

Anti Discrimination Act 1991 - *An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.*

Human rights and Equal Opportunity Commission Act 1986 - *An Act to establish the Human Rights and Equal Opportunity Commission to make provision in relation to human rights and in relation to equal opportunity in employment, and for related purposes.*

The Vocational Education, Training and Employment Act 2000 - *An Act to provide for vocational education, training and employment.*

Public Health Act 2005 - *The aim of this Act is to protect and promote the health of the Queensland public. The Act provides the basic safeguards necessary to protect public health through cooperation between the State Government, local governments, health care providers and the community.*

Australian Resuscitation Council (ARC) Guidelines - *The aims of the ARC are:*

- *foster and co-ordinate the practice and teaching of resuscitation*
- *promote uniformity and standardisation of resuscitation*
- *act as a voluntary co-ordinating body*