



Participant Information Handbook

Contents

INTRODUCTION	5
The First Aid Group Pty Ltd	6
Our commitment	6
MISSION STATEMENT	6
VET Quality Framework (VQF)	6
What is a Registered Training Organisation (RTO).....	6
Unique Student Identifier	7
Admission and Entry Requirements.....	7
Expectations of Participants.....	7
Participant Support	7
Training Materials and Equipment.....	8
Refund Policy	8
Closure of the RTO or Third-Party Provider	9
Waiver	9
Accidents.....	9
Competency Based Training and Assessment	9
Assessment Re-Sit Procedure	10
Student Assessment Processes	10
Language, Literacy & Numeracy (LLN)	10
Assessment Methods.....	11
Candidates with Special Needs	11
Complaints and Appeals.....	12
Access to Participant Records	13
Release of Contact Details and Information	13
Privacy Policy.....	13
Results.....	14
What if I need my Certificate or Statement of Attainment to be re-issued?	14
Who will be training you?	14

Training Staff	14
How to Enrol	14
What to Bring	14
Evaluation.....	15
Relevant legislation to be complied with:.....	16

INTRODUCTION

On behalf of all the staff at the training centre, I would like to welcome you to The First Aid Group Pty Ltd.

To help you to understand the way our organisation works and to help you get the most from your training, we are providing this Participant Information Handbook which we hope will answer many of the questions you have about training with us.

Please take the time to read this handbook. You will be required to sign an acknowledgement declaration prior to starting your course as proof of reading.

If, after reading this booklet you have any questions, please ask your trainer or another staff member to explain.

All staff are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with The First Aid Group Pty Ltd and our training partners is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

Yours sincerely,



Andy Panes

**Director
The First Aid Group Pty Ltd**

Our Values

*Our Clients, Our People,
Our Reputation*

Our Vision

*To empower our students
with the confidence to help
others in their time of need
through engaging learning
and passionate teaching.*

Our Purpose

*Dedication to provide the
highest level of training in an
effect that our students may;*

- *Protect Others*
- *Preserve Life*
- *Prevent further injury*
- *Promote Recovery*

The First Aid Group Pty Ltd

The First Aid Group specialises in high quality training in preparation and support for a career in many occupations. Our training courses meet many different regulatory licensing requirements and workplace Health & Safety guidelines.

The First Aid Group boasts a small team of highly qualified and experienced trainers and assessors who are committed to providing dynamic high-quality learning experiences and networking opportunities. As part of our special assistance to our clients in all of the above options, we provide personalised support to ensure that you achieve your expected outcomes.

The First Aid Group Pty Ltd operates a third-party provider program whereby organisations and individuals deliver training on our behalf. If you have any queries regarding your training provider, please speak with us.

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ suitably qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessment that are fair and flexible.

Our service commitment

- Your questions are important to us. Please be aware that our trainers and admin team are working with other participants as well as yourself. We are committed to returning your calls and emails, but we ask that you allow us two (2) working days to respond.
- Assessment results and feedback will be given at the completion of training and assessment.
- Statements of Attainment are issued within 21 working business days, however they will normally be issued much sooner.
- Statements of Attainments are only issued once payment has been finalised and the student has provided a valid USI and have been found competent in all assessments.
- In the unlikely event that The First Aid Group Pty Ltd is unable to provide the agreed training services, an alternative date can be arranged, or a full refund will be provided.

MISSION STATEMENT

It is our objective to offer the best training and education programs possible. It is our intent to develop an organisation of quality and integrity that offers our clients nationally recognised qualifications in a flexible learning environment. Our goal is to develop an organisation with a level of excellence where all work is for the good of the program. We want to develop new and innovative ways to market and implement our programs. We want to develop a synergistic group where the “whole” of the organisation is greater than the sum of its parts.

Access and Equity

Based on the Access and Equity Policy for the Vocational Education and Training System, The First Aid Group Pty Ltd will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training
- Providing equal opportunity for all Participants
- Providing access for all to appropriate quality Vocational Education and Training programs and services
- Providing support services which enhance achievement of positive outcomes

VET Quality Framework (VQF)

The Australian Skills Quality Authority (ASQA) audits Registered Training Organisations (RTO's) like The First Aid Group Pty Ltd to ensure compliance against the VQF.

What is a Registered Training Organisation (RTO)

An RTO is an accredited training provider that has been approved by the relevant State or National Regulating Authority. An RTO is regularly assessed by this regulatory authority to ensure that all training and education courses offered are

delivered in accordance with the VET Quality Framework. As an RTO, The First Aid Group Pty Ltd offers nationally recognised training that eventually leads to nationally recognised qualifications.

Unique Student Identifier

Every participant, new or continuing are required to supply The First Aid Group Pty Ltd with their Unique Student Identifier (USI) on the day of training.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education training on a central database, allowing you easy access to your records. USI's cannot be given out to students or employers due to privacy reasons. Participants can find their USI at www.usi.gov.au

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training www.usi.gov.au

Admission and Entry Requirements

The First Aid Group Pty Ltd requires that the participant can:

- Obtain a USI
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms
- Be able to participate in the physical activities

The First Aid Group Pty Ltd upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

The First Aid Group Pty Ltd reserves the right to suspend from their training courses participants who are:

- Unable to actively participate in the course activities as a result of injury or illness
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the participant to discuss future training options for the individual(s) concerned.

Expectations of Participants

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Participants. Failure to do so may result in cancellation of your enrolment.
- Abide by Copyright and Plagiarism laws and legislation (*Please refer to Plagiarism Policy for further information*)
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Participant Support

The First Aid Group Pty Ltd is dedicated to providing a high standard of service to Participants. You can contact your Trainer via email during office hours. We endeavour to respond to Participants as quickly as possible, but you are

reminded that our trainers do have other participants and classes to attend to. We will provide feedback on assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, The First Aid Group Pty Ltd can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy and counselling. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the participant.

Should you or your trainer/assessor identify that you require any additional support we will work with you to develop an individual support plan to ensure that we can provide the support required.

Training Materials and Equipment

During training, The First Aid Group Pty Ltd participants will be given access to safety equipment and other required material and equipment. This equipment and material is 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 may be charged.

The copyright and ownership of all training material provided during the training belongs to The First Aid Group Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Refund Policy

The First Aid Groups full Fees & Refund policy can be viewed on The First Aid Group website or a printed copy can be requested.

Refunds will be issued when:

- Student provides notice (email is acceptable) of withdrawal more than 7 working days prior to commencement of the course. A \$10.00 administration fee will be charged for all cancellations regardless of time given.
- A student is unable to attend due to extended hospitalisation/illness, and/or pregnancy/childbirth. A \$10.00 administration fee will be charged for all cancellations regardless of time given.

Note: any training materials are to be returned in initial condition otherwise this amount will be deducted from the refund.

Refunds will not be issued when:

- Withdrawal from course is less than 7 days prior to course commencement.
- Changes occur in student work hours.
- Changes occur in student's personal life.
- Student changes their mind and they have commenced the course.
- It becomes inconvenient for a student to travel to class.
- A student moves interstate.
- A student changes jobs or become retrenched.
- A student leaves before finishing course/unit of competency.
- A student is expelled from the training centre for a serious breach of discipline.

A 25% rebooking charge will be automatically applied in the following situations:

- You cancel or reschedule your training for whatever reason with less than 24 hours notice
- You fail to attend your scheduled training
- You reschedule your training more than once giving 24 hours notice

No refunds will be payable after the commencement of a course.

Course transfer is allowable if advised 24 hours prior to start of the course. Transfer is not available to students who fail to show for the class or who do not give the required notice. A 25% reschedule fee is applicable to students who wish to transfer to another course if they “fail to show” or do not provide the required 24 hour notice.

Students who arrive after the scheduled course start time will be denied access to training and be required to pay an additional 25% of original course fees to re book an alternative date. Fees must be paid at the time of booking.

In the unlikely event that The First Aid Group Pty Ltd is unable to provide the agreed training services, an alternative date can be arranged, or a full refund will be provided.

Fees for workplace/on-site training are based on the number of participants detailed at the time of booking. The final cost will be dependent on the number of participants who undertake training on the day. A minimum fee applies to all workplace/on-site training should the number of participants fall below our minimum. Changes to participant numbers should be communicated with the RTO or third-party provider acting on behalf of the RTO as soon as possible to ensure that the training can be re-quoted based on the new details. The RTO or third-party provider acting on behalf of the RTO will make clear all applicable fees and additional charges prior to enrolment and booking.

No charges apply to cancellations where more than 7 days’ notice has been provided to the RTO or third-party provider acting on behalf of the RTO.

Cancellation of training within 7 days of training (but not less than 48 hours prior to training) will attract a \$200.00 cancellation charge.

Cancellation of training within 48 hours of training (including the day of training) will incur a cancellation charge of \$400.00

Closure of the RTO or Third-Party Provider

In the event that either the RTO or a third-party provider ceases to operate, details of an alternative RTO will be provided. Should this not be acceptable, a full refund of training fees will be made and credit for any completed units of competency given.

Waiver

The First Aid Group Pty Ltd takes full responsibility for students while training with our trainers. However, we do not take responsibility for any injuries or disputes which occur while undertaking any on the job training in your chosen “specialisation”. The First Aid Group Pty Ltd takes no responsibility for personal belongings or vehicles parked at training centres or roadside while undertaking training with us on-site or at our training centres.

Accidents

All accidents must be reported immediately to your trainer or to administration staff and be recorded on an Incident Report Form, this must be signed by the Director. Any action taken must be recorded in the incident register. Follow up will be completed the following day to ensure the student’s well-being.

Competency Based Training and Assessment

Participants enrolled in training which will lead to a Statement of Attainment are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform the required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed ‘Satisfactory’ or ‘Unsatisfactory’ in each assessment with an overall result as ‘Competent’ or ‘Not Yet Competent’

Due to specific industry requirements relating to refresher training for First Aid and CPR skills, The First Aid Group Pty Ltd does not offer Recognition of Prior Learning (RPL) for any of its accredited training courses.

Assessment Re-Sit Procedure

Stage 1: Student undertakes in-class assessment

- Students will be notified immediately pursuant to undertaking an assessment of their performance

Stage 2: Student deemed Not Yet Competent in FIRST assessment

- Students who are deemed to be NYC are to be provided with information identifying the areas in which they failed to achieve competency.
- Students will then have the opportunity to repeat the assessment task on the same day (time allowing).

Stage 3: Student deemed Not Yet Competent in FIRST Re-sit

- If the student is again deemed NYC they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment on the same day (time allowing)

Stage 4: Student deemed Not Yet Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- The First Aid Group Pty Ltd will determine the time at which the unit will be available.
- The student will be liable to pay a re-enrolment fee to be determined by the training centre to cover the costs of extra tuition and assessment.

Student Assessment Processes

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, requirements for the assessment process, number of assessments and types of assessments.

Education staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options. Re-assessment is available on appeal; see further details in the appeal process section.

Language, Literacy & Numeracy (LLN)

The First Aid Group Pty Ltd aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LLN requirements or any other special learning needs. In the event of LLN becoming an issue, the administration staff at the training centre will contact the student to discuss their requirements.

Students must ensure that they have discussed any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.

Where LLN competency is essential for students, the training centre will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that The First Aid Group Pty Ltd can offer include:

Literacy

- Providing students only essential writing tasks.
- Consider the use of group exercises so that the responsibility for writing rests with more than one person.
- Provide examples and models of completed tasks.
- Ensure that documents and forms are written and formatted in plain English.

- Use clear heading, highlight certain key words or phrases and provide explanations of all technical terms used.
- Assessments can be conducted using the interview technique where required.

Language

- Present key information in small chunks.
- Speak clearly, concisely and not too quickly.
- Give clear instructions in a logical sequence.
- Give lots of practical examples.
- Encourage students to ask questions.
- Ask all questions to ensure students understand.

Numeracy

- Ask student to identify in words, what the exact problem is and how they might solve it.
- Show students how to do the calculations through step by step instructions and through examples of completed calculations.
- Help students to work out what maths/calculations/measurements are required to complete the task.
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

We are an equal opportunity training centre and are open to everyone. If you require any assistance with the language, reading or numerical sections of your course, please contact our administration office. We will endeavour to provide you with appropriate learning tools, resources and help.

Training centre assessments are designed to the level of workplace and all assessments are set according to the Training Package requirements and level of the AQF the course relates.

Assessment Methods

Three methods of assessment will be conducted for each competency. Some of the methods are:

- Observation – where the student will be observed performing a series of tasks, a number of times to determine their competency.
- Verbal questioning and answers – when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.
- Written Assessment – in this instance the student will be given the opportunity to demonstrate their competency through written reports etc.
- Other methods as appropriate may include case studies, projects, essays, role plays etc.

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

Candidates with Special Needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Learners who would benefit from a full language, literacy and numeracy assessment with ongoing support are referred to specialists in this area. It is the learner's right and responsibility to pursue these avenues.

Following this assessment, integrated support mechanisms are put in place between the service provider, the learner and The First Aid Group Pty Ltd with the aim of achieving vocational competency.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

Once competency is achieved in **all** of the performance criteria for a unit, the candidate will be marked **C** for **Competent**, if not, they will be marked **NYC** for **Not Yet Competent**. Students concerned about their results should refer to the Training centre's Appeal Procedure.

Complaints and Appeals

The First Aid Group Pty Ltd is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

Complaints

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:

- enrolment
- training delivery
- training and/or assessment
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- Participant's needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competence requirements
- an inappropriate method used to assess the Training Package/Unit of Competence
- alleged bias of the Trainer/Assessor
- alleged incompetence of the Trainer/Assessor
- faulty or inappropriate equipment or facilities

First instance: You are encouraged to speak immediately with your trainer/assessor. If you are not comfortable addressing the issue with the trainer/assessor, you are encouraged to contact any of our administration team.

Second instance: If the issue is not resolved you are encouraged to submit a formal complaint/appeal in writing to Mr Andy Panes, Director, PO Box 970, Helensvale, QLD, 4212 or email andy@thefirstaidgroup.com.au . You will receive written notification within 5 working days of receipt of your complaint/appeal.

We will endeavour to provide you with an outcome of your complaint/appeal in writing within fifteen (15) working days of the decision. If this is not possible you will be notified of any additional time required to investigate your complaint/appeal.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board, other trainer/assessors or other relevant personnel.

We will endeavour to provide you with an outcome of your complaint/appeal in writing within fifteen (15) working days of the decision. If this is not possible you will be notified of any additional time required to investigate your complaint/appeal.

Fourth instance: If you are not satisfied with the outcome of this procedure you should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request The First Aid Group Pty Ltd is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

Privacy Policy

The First Aid Group will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

The First Aid Group 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

Under the *Data Provision Requirements 2012*, **The First Aid Group Pty Ltd** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

*Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **The First Aid Group Pty Ltd** for statistical, regulatory and research purposes. **The First Aid Group Pty Ltd** may disclose your personal information for these purposes to third parties, including:*

- School - if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer - if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;

- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Results

You will receive your Assessment feedback and result on the day of training.

On completion of a Qualification or Unit of Competence, The First Aid Group will issue Statements of Attainment within 21 business days.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please contact our office to request re-issuance of a Statement of Attainment with payment of \$5 inclusive of GST.

Who will be training you?

All trainers and assessors hold qualifications either at the level or higher than those that they are training as well as the Certificate IV in Training and Assessment. You will find all staff to be very knowledgeable in their respective fields and very approachable.

Training Staff

The training centre will abide by the VET Quality Framework regarding Trainer and Assessor qualifications in relation to all training and assessment activities. We will ensure that all of our trainers and Assessors will have as a minimum, the following combination of:

- Certificate IV in Training and Assessment
- Industry skills and knowledge directly relevant to the course you are undertaking
- Familiarity with the principles and practices of Competency-Based training and the Australian Quality Training Framework.
- Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.
- Current "BlueCard", working with Children Check or equivalent (when delivering to under 18 yrs)

How to Enrol

Bookings can be made online or by phone.

What to Bring

1. Your Unique Student Identifier (USI)
2. A form of identification
3. Student ID card, seniors' card or copy of current certificate if you have received a discount on training.

Further information regarding what to bring will be detailed in your booking confirmation depending on the course you have enrolled in. Please ensure you read all information provided to you prior to training.

First aid competency standards do require a level of physical ability to meet the evidence requirements for assessment. 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. You will be required to undertake activities on the floor. This includes performing two minutes of uninterrupted CPR on an adult and baby CPR manikin.

Due to the potential risk to health and safety where a nominated first aider, or worker with duty of care, does not have the ability to perform resuscitation and/or first aid to the performance standard it is not appropriate to issue a statement of attainment to students who are physically unable to meet the assessment requirements.

In cases where a student has attended a resuscitation or first aid course but is unable to meet the full requirements of the competency, The First Aid Group may wish to provide that student with a certificate of attendance, or similar, as an indication of their participation in the course.

If you feel that you have any current health issues which would prevent you from undertaking such activities, you must contact us prior to your course to discuss the options available to you.

Evaluation

Your feedback is particularly important in our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. The First Aid Group encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

After the completion of your training you may receive an email with a link to an Online Learner Engagement Survey. The results of this survey are provided to ASQA annually.

Relevant legislation to be complied with:

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. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. 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. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/

Occupational Safety and Health Act 1984 (WA)

The Act provides a framework for managing health and safety risks in Western 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. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mr_title_650_homepage.html

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.apf.gov.au/library/pubs/rn/1998-99/99rn26.htm

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. For more information visit:

<http://www.comlaw.gov.au/Details/C2014C00623>

Equal Opportunity

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

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>

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. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

Children, Youth and Families Legislation

New South Wales Children and Young Persons (Care and Protection) Act 1998
Queensland Child Protection Act 1999
South Australia Children's Protection Act 1993
Victoria Children, Youth and Families Act 2005

Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is: to provide for community services to support children and families to provide for the protection of children to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit:

<http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.html>